



# INTERLACHEN COUNTRY CLUB

## COVID-19 RETURN TO OPERATIONS

### *Health and Safety Plan*

*Last Updated: 6/9/20*

## A MESSAGE FROM GENERAL MANAGER/COO JOEL LIVINGOOD

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Dear Interlachen Family,

Interlachen cares deeply about our staff, members, and community. When we decided to cease operations before the state required the closure of bars, restaurants, and other places of public accommodation, we did so out of an abundance of caution and with a heavy heart. Ultimately, in a situation where data was limited and uncertainty surrounded every decision, we felt it was prudent to take a conservative approach to operations until we had more information.

We have faced a number of difficult decisions since then. All of our discussions and decisions continue to be guided by many important considerations, chief among them the Club's commitment to the safety and wellbeing of our staff, members, and community. Unfortunately, there is still a lot of uncertainty surrounding COVID-19 and information continues to change at a rapid pace.

**As we continue our phased return to operations, we have three primary goals:**

- 1. Provide a safe working environment for our staff.**
- 2. Make Interlachen the safest place for our members away from their homes.**
- 3. Provide as much normalcy to our members and their families as we can.**

We understand coronavirus is a deeply personal topic and there are a variety of views about how to best move forward under the current circumstances. As we evaluate reopening decisions, we are closely reviewing all government orders as well as guidance from the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health. We have also established a Medical Advisory Committee comprised of four members who are medical doctors working on the frontlines to advise us.

This plan presents what we will do to keep our staff, members, and community safe while providing an enjoyable environment for members and their families to recreate.

In addition, each operating department has more detailed standard operating procedures in place for their specific areas of responsibility and positions. We will continue to refine and update this plan as we receive additional guidance and information. It is important to note, regardless of government guidelines, we will be reopening gradually. In other words, we will walk before we run. The Club will ramp up progressively with a goal to be fully operational over a period of time.

The degree to which this will ultimately impact our operations is still unknown; however, we do know it will be some time before return to normal. We also know that some aspects of our previous normal may be changed forever. That said, I am confident we will get through this. Interlachen has experienced a lot of difficult times and life changing events in its 111 year history. Each time we have worked together as a community and emerged stronger in the end.

Thank you for commitment to your health, as well as health of everyone around you, during this time.

Stay well,



Joel Livingood  
General Manager/COO

## SAFE CLUB OPERATIONS

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Our approach to SAFE Club Operations was developed in response to the fast-changing conditions presented by COVID-19 and the tools, processes, and responses that became necessary along the way to continue our operations and keep our staff, members, and community safe.

### 1. **STAY home if you are sick:**

If you or anyone in your household is experiencing any symptoms of illness including the following, please stay home:

- Fever
- Cough
- Shortness of breath or difficult breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Managers will conduct a daily wellness check of all employees at the beginning of each shift. Managers will ask the following questions:

1. Do you feel hot to the touch on face, forehead, or back?
2. Are you experiencing a cough of any kind?
3. Have you experienced shortness of breath or chest pressure in last 12 hours?
4. Do you feel extreme fatigue, headaches, or body aches?

If an employee answers “yes” to any of the items above, they will be sent home immediately.

The decision to allow an employee to return to work after being sent home will be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments as necessary.

Members will be asked to verify their health when making tee times and other reservations.

### 2. **AVOID close contact with people:**

Members and employees are asked to maintain a safe social distance (at least six feet) from each other when reasonably possible. Employees, are directed to avoid areas of the Club that they do not work in.

Managers will observe employee-employee and employee-member interactions as much as possible and deliver feedback and coaching when appropriate. Standards operating procedures will be revised as necessary to address close points of contact.

Members will be advised to practice physical distancing by standing at least six feet away from fellow members (except family) and employees while on property. Restaurant tables, practice range stations and other physical layouts will be arranged to ensure appropriate distancing.

### 3. **Cover your FACE AND FINGERS:**

In accordance with the [CDC's recommendation for face coverings](#), we are asking employees to wear face coverings in situations where social distancing measures are difficult to maintain.

Examples situations and tasks where face coverings and gloves are required include, but are not limited to:

- Preparing and handling food or beverages
- Delivering an item to a member
- Any situation where employees are regularly working within 6' of one another

The Club will provide masks and gloves for employee use. Employees may also provide their own appropriate face covering if you would like. Managers will inform employees of jobs and duties that require gloves and face coverings.

Members will not be required to wear masks.

**4. Wash your hands or change you gloves EVERY 30 minutes, EVERY time you change tasks or touch something soiled, and EVERY time you cough/sneeze:**

Members and employees are encouraged to wash their hands and use hand sanitizer often and avoid touching their eyes, nose, and mouth. Members and employees should cough and sneeze into a tissue or elbow every time and wash your hands immediately after.

Employees will change gloves and/or wash their hands with soap and water for at least 20 seconds every 30 minutes, every time they change tasks, and every time they have touched something soiled. As a reminder, the use of gloves is not a sufficient substitute for good hand hygiene.

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## SIGNAGE AND COMMUNICATION

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**Member Facing Signage:**

There will be health and hygiene reminders throughout the property for proper social distancing, proper and frequent hand washing, and disinfecting surfaces.

**Heart of the House Signage:**

Signage will be posted throughout the property reminding employees to wear masks, use gloves, wash hands, and avoid touching their faces.

***Members and employees will receive regular email communication with additional health and safety reminders.***

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## EMPLOYEE HOUSEKEEPING ITEMS

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**Employee Meals:**

Employee meals will be provided daily. Lunch will be available from 11:00 AM-1:00 PM and dinner will be available 4:00-6:00 PM. Meals will be packaged in to-go boxes with disposable utensils and located in the beverage cooler or hot box in the Family Room unless otherwise posted. Peanut butter and jelly sandwiches, yogurt, fresh fruit, and granola bars will be available outside of employee meal hours.

Employees who do not work in the Clubhouse are asked to enter through the loading dock door and walk directly up to the Family Room. Please do not walk through other areas of the Clubhouse. Employees are reminded to practice social distancing in the Family Room and to disinfect the area after they are done.

***All employees are must wash their hands before and after they eat.***

**Clocking In and Clocking Out:**

Employees will continue to follow normal protocol for clocking in and out. Employees must wash their hands or utilize hand sanitizer before and after using the finger print scanner. All employees are asked to help by disinfecting the fingerprint scanner in their respective department often.

**Work from Home:**

Most Club positions are not designed to be performed from home; however, employees who are able will work from home until further notice.

**Travel:**

All club-business related travel has been suspended until further notice.

Personal travel outside the state of Minnesota is not recommended and employee's may be required to self-quarantine at home before returning to work. ***Employees must inform their supervisor if they travel outside of Minnesota.*** Self-quarantine requirements will be determined on a case by case basis with input from the Medical Advisory Committee.

**Uniforms:**

Employees are reminded to wear a clean uniform daily. Please be mindful of additional clothing and accessories such as hats, jackets, vests, scarfs worn to and from the Club. Food and beverage staff must change into a clean uniform at the Club.

**Pre-Shift/Post-Shift Meetings:**

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in heart of house corridors and other small areas. Management will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Transportation:**

Employees are encouraged to take extra precautions when coming and going from the Club. Disinfecting vehicles before and after work will help prevent the spread of viruses.

**Vendors:**

Vendors are only permitted on property if necessary. All vendors must follow the SAFE Club operating guidelines.

**Tuesday-Sunday Deliveries:**

Deliveries are accepted at the loading dock Tuesday-Sunday beginning at 5:00 AM. The following instructions apply and are posted for all delivery drivers:

1. Please enter through the back door to the right of the loading dock and following the signage to the unloading area.
2. Please wear a face covering before entering the Clubhouse.
3. Please leave all orders on the loading dock, including frozen and refrigerated foods, with the packing slip.
4. We will contact you should there be any issues with the delivery.
5. Questions can be directed to Chef Aaron Anderson 952-378-0060.

**Monday Deliveries:**

Monday deliveries can be left outside of the main entrance until 4:00 PM. Food and beverage deliveries are not accepted on Mondays. Questions can be directed to contact Assistant General Manager Carrie Eyler at 507-402-2980.

**Unpacking Deliveries:**

The Coronavirus can cling to cardboard for up to 24 hours and can stick to plastic and stainless steel for up to three days. The loading dock door will remain open as long as weather permits to circulate fresh air in the delivery area.

Employees are required to following these steps when unpacking a delivery:

1. Always wear a new pair of gloves.
2. Remove all items from cardboard box.
3. Breakdown boxes and discard in recycling.
4. Change gloves.
5. Sanitize all items and place on clean surface.
6. Wash hands thoroughly before moving on to another task.

**PPE Storage:**

An increased stock of masks and gloves will be maintained until further notice. Gloves are stored in dry storage in the kitchen. Disposable masks are stored in the laundry room.

**Employee Roles and Scheduling:**

Employees will work one role and a consistent schedule as much as possible to reduce interactions with different groups of people. Shift start and ends times may be staggered to limit interactions and the number of people arriving and departing at one time.

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## CLEANING AND SANITIZING

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Regular and thorough cleaning and disinfecting is a critical component of returning to operations. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, restrooms, handrails, dining surfaces and seating areas. Touch points have been limited where possible and reasonable to reduce the number of surfaces the virus may live on.

Disinfecting wipes are available in the following areas:

- Main Floor Restrooms
- Employee Restrooms
- Time Clock Locations
- Employee Clubhouse Entry
- Founders Restrooms
- Lodge Restrooms
- #5 Restrooms
- #13 Restrooms
- Grounds Restrooms
- Fitness Center
- Ballroom
- Porch
- Golf Performance Center
- Bobby Jones Pub & Grille
- Men's Locker Room
- Women's Locker Room
- Pool Locker Rooms

Hand sanitizer is available at 25 locations throughout the Club, including:

- Point of Sale Stations
- Individual Work Stations
- Time Clock Locations
- Entry Doors

- Employee Areas
- High Traffic Member Areas

***Hand sanitizer locations will be added as additional amenities resume operations.***

Additional hand sanitizer is located in the laundry room in the Clubhouse.

All hard surfaces are to be cleaned and sanitized often. For example, the following will be sanitized based on the below schedule:

Tables	After Each Use
Chairs	After Each Use
Counters	After Each Use
Stools	After Each Use
Point of Sale Stations	After Each Use
Phones (unless at desk)	After Each Use
Time Clocks	After Each Use
Golf Cart	After Each Use
Push Carts	After Each Use
Water Refill Stations	Often As Practical*
Door Knobs/Push Plates	Often As Practical*
Hand Railings	Often As Practical*
Restroom Facilities	Often As Practical**

**Door Knobs/Push Plates:**

Door knobs/push plates, hand railings, and water stations will be sanitized on a regular schedule throughout the day.

**Restrooms:**

Restrooms will be cleaned and sanitized at least three times per day. Signage is posted next to disinfecting wipes asking users to wipe down all touched surfaces with a disinfecting wipe after each use.

**All surfaces will be sanitized with disinfecting wipes or an appropriate No-bac solution.**

**No-bac:**

Sunburst No-Bac is an effective multipurpose cleaner/disinfectant/sanitizer when used at 1 oz. per gallon of water and an effective food contact surface sanitizer when used at 1 oz. per 3.5 gallons of water. It is recommended for use in hospitals, nursing homes, dental offices, schools, hotels, motels, institutional and industrial kitchens, restaurants, food handling, and food processing areas. It is:

- A Disinfectant and Sanitizer;
- Multipurpose;
- No-rinse; and
- Hospital strength.

**Disinfecting Sprayer:**

Each department is equipped with a Victory Electostatic Sprayer for additional disinfecting no less than the end of each day. The fogger utilizes Vital Oxide, a product approved by the EPA for use against SARS-CoV-2, the Coronavirus that causes COVID-19. The sprayer provides an electrostatic

charge to the solution, allowing it to wrap conductive surfaces with effective and even coverage. Double-charge particles envelop all conductive surfaces: shadowed, vertical, and underneath.

**Shared Equipment:**

Equipment will be assigned to employees where possible. Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers, POS stations, kitchen equipment, carts, engineering tools, and all other direct contact items used throughout property.

**Laundry and Linen:**

Cloth towels may be limited in certain areas of operations. Cloth towels, chef uniforms, and cleaning rags will be washed daily at high temperature in accordance with CDC guidelines.

**Air Filter Replacement and Fresh Air:**

The frequency of air filter replacement has been increased and fresh air exchange will be maximized wherever possible. Employees are encouraged to open windows and prop open doors where reasonable.

*[Click here](#) to view CDC Guidelines for cleaning and disinfecting.*

## RESPONSE TO COVID-19 CASE OR POTENTIAL EXPOSURE AT INTERLACHEN

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To date, there have been no reported cases of COVID-19 by a member or employee at Interlachen.

**Employees must contact their supervisor immediately:**

- If they or someone they are living with (or have been in close contact with) are experiencing COVID-19 like symptoms
- If they or someone they are living with (or have been in close contact with) tests positive for COVID-19

Supervisors must contact the General Manager/COO if they are notified of any of the situations outlined above or if an employee is sent home after answering “yes” to any of the daily health screening questions.

*The General Manager/COO and department manager will consult the Medical Advisory Committee regarding next steps on a case by case basis.*

**If an employee tests positive, we will take the following actions:**

**Notification:**

1. Quickly identify the coworkers and members the employee who has tested positive has been in close contact with within the prior 5 days. The CDC defines “close contact” as “a person that has been within six feet of the infected employee for a prolonged period of time.”
2. Alert those who have been in close contact with the employee who has tested positive as soon as possible. If anyone the employee has been in close contact with is at the Club, they will be asked to leave immediately.
3. Once home, we recommend that they to find a place to self-isolate, monitor themselves for any symptoms, and talk to their doctor.
4. Once we have spoken with both the employee who tested positive and their close contacts, we will alert all employees and the membership.

**Interlachen is legally obligated to protect the confidentiality of both the positive-tested employee and anyone in the close-contact group. The General Manager/COO, Department**



**Manager of the ill employee, and Human Resources will coordinate all notifications and related communications.**

**Cleaning:**

1. Close off areas visited by the ill persons and adjust operations as necessary. Open outside doors and windows and use ventilating fans to increase air circulation in the area.
2. Contact/schedule professional cleaning service to disinfect areas visited by the ill persons.
3. Cleaning contractor will clean and disinfect all areas used by the ill persons, focusing especially on frequently touched surfaces.

**Return to Work:**

Department operations will be adjusted on a case by case basis depending on the situation. Our goal with the extensive precautionary measures in place today is to limit the exposure and impact in the event we have a positive case at Interlachen.

We will coordinate with the Edina Department of Health and Minnesota Department of Health to ensure all appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, before reopening any areas the employee who tested positive visited.

The decision to allow the employee to return to work will be made in consultation with the Medical Advisory Committee and state and local health departments.

**If a Member who has been at the Club within 5 days tests positive, we will take similar actions as outlined above.**

Members are asked to report positive cases to the General Manager/COO via phone or email or by calling the confidential reporting line at 952-924-7482.

Information will help the Club respond appropriately and determine what actions to take. All personal information, including names, will be kept confidential in accordance with privacy laws.

## **GUESTS, EVENTS, AND TOUCH POINTS**

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As a general strategy for keeping our Interlachen Community safe and healthy, guest access may be limited during this time. We have also experienced unprecedented member demand for Club activities during this time, such as golf. Guest access may also be restricted to ensure we preserve access for members.

Group gatherings and events will be limited in accordance with CDC and Minnesota Department of Health guidelines.

Touch points have been eliminated where possible.

## **PHYSICAL DISTANCING**

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Throughout the Club we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing:**

Areas where members may frequently wait in line will be clearly marked for appropriate social distancing if necessary.

**Dining Outlets:**

The Bobby Jones Pub & Grille and other dining outlets will have reduced seating capacities to allow for a minimum of six feet between each seated group/party.

**Golf:**

Golf activities will be organized to ensure at least six feet of separation between groups of members. Carts will be staged six feet apart.

**Racquet Sports:**

Racquet sports activities will be organized to ensure at least six feet of separation between groups of members.

**Pool:**

Pool seating will be configured to allow for at least six feet of separation between groups of members.

**Heart of the House:**

Physical distancing protocols will be used in the Family Room and other employee areas. In areas where physical distancing is hard to achieve, such as the kitchen, employees are asked to wear masks.

## **PERSONAL RISK PROFILE AND GOOD JUDGEMENT**

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Interlachen will take all reasonable steps to create a safe and healthy environment for members and staff. Members must assess the risk of visiting the Club and participating in activities to determine if they are comfortable doing so.

Any employee who feels unsafe or uncomfortable doing their job, should inform their supervisor immediately. Interlachen will make all reasonable accommodations to ensure every employee feels safe doing their job.

It is important members and staff use good judgement to protect themselves and those around them from the risks associated with COVID-19.



## GOLF: COVID-19 GUIDELINES

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Head Golf Professional Nathan Ollhoff at [nollhoff@interlachenc.org](mailto:nollhoff@interlachenc.org) or at 952-924-7422.

### GENERAL

- Please take time to review most up-to-date hours of operation before visiting. Hours of operation are available on the mobile app or on the Member Central portion of the Interlachen website.
- **ForeTees reservations will be required** for tee times.
- At this time, guest play is not permitted with the exception of family living in a member's home. We will hold a Golf Guest Day on Thursday, June 25<sup>th</sup> in which members may host up to three guests for \$150.00 per guest. Please inquire with the Pro Shop for more information.

### PRO SHOP AND BAG ROOM

- The Pro Shop is fully stocked for the season. In order to preserve social distancing, we are limiting access to one family in the shop at a time.
- Bag storage is available. Bags will be disinfected after each round before being placed in storage.

### PRACTICE RANGE

- As in previous years, the East end will be for member use (12 stations) and the West end will be for Junior and instructional programming.
- Please be respectful of your fellow members by limiting your time on the range if others are waiting.
- Please limit shots to posted yardages.

#### Putting Green and Short Game Area

A small number of practice balls will be available at the short game area. Please do not touch the golf balls with your hands. Please use your club to move balls to desired practice locations. Ball retrievers will not be available.

### GOLF PERFORMANCE CENTER

The Golf Performance Center will open on Wednesday, June 10 with the following guidelines in place:

- Reservations are required and are available on ForeTees 7 days in advance.
- Members may reserve a bay in 30 minute intervals and may have up to two reservations at a time.
- Limited to no more than 8 people in GPC at once.
- Members will use key fob to access.



- Members are instructed to wipe down all surfaces after each visit.

## TEE TIMES

- Tee times have been adjusted to 9-minute intervals to accommodate increased demand during this time.
- Tee times are limited to members only (no guests) with the exception of family living in a member's home.
- Groups are limited to four players or less.
- "X's" on the tee sheet will be removed 72 hours in advance of the tee time as has been the practice in previous years.
- Members are limited to one tee time per day. Should a member desire to play additional round, please check in with the starter.
- Please confirm desired mode of transportation when making a tee time on ForeTees.

**Please arrive no more than 20 minutes before your tee time unless you have a practice range reservation. Members are asked to wait away from the tee until the group in front of you has teed off and left the teeing area.**

## CADDIES AND CARTS

### Caddies

Single bag caddies were introduced on June 2. The caddie requirement, typically in place through August, has been paused for the 2020 season. Please review the COVID-19 caddie guidelines before you first caddie round. You can view the guidelines by [clicking here](#).

### Push Carts

- Club Push Carts will be distributed on a first come, first served basis. Each push cart will be thoroughly disinfected after each use.
- Members who would prefer to use their own push cart may do so. If you would like to order a push cart, please contact the Pro Shop. Please note that we cannot store push carts in our bag room.

### Golf Carts

- We recommend walking as the safest and healthiest way to enjoy golf at this time.
- Members who prefer to use a golf cart are limited to one (1) person per cart with the exception of spouses and other household members who are permitted to ride together.
- All Golf Carts will be distributed on a first come, first served basis. Golf Carts will be thoroughly disinfected after each use.
- Carts will not be available for traveling to and from the practice range or short game area to ensure that carts are not inadvertently shared when returning back to the staging area.



## ON COURSE

- Tees, ball markers, divot tools, scorecards, and pencils are available on the first tee.
- Towels will not be provided at this time. Please bring your own towel.
- Please make sure to pick up your tee after your tee shot.
- The cups have been filled with a foam plug. Please leave the flag in the hole on all greens. Do not touch the flagstick or other players' golf balls.
- All bunker rakes have been removed. Please smooth the sand with your feet.
- All ball washers and benches have been removed from the course.
- Sand/seed bottles will be sanitized and provided on motor carts and push carts for your convenience. Please replace divots when possible.
- As recommended by the USGA, members are welcome to post scores under our current conditions. The updated GHIN app now includes online scoring.
- ForeTees has developed a scorecard which is now available on the mobile app.

## WATER, RESTROOMS, FOOD AND BEVERAGE

### **Water**

Cups, lids, and straws will not be distributed at the water machines. Please bring your own water bottle. Water bottles will also be available for purchase.

### **Restrooms**

The on-course restrooms at #5 and #13 as well as the restrooms across from Founders will be available for use. Please follow the sanitization protocols posted at the restrooms.

### **Food and Beverage**

Grab-n-go food and beverage selections will be available at Founders. The 13<sup>th</sup> Tee is open for service.

## PRIVATE INDIVIDUAL AND FAMILY INSTRUCTION

### **Instruction Available**

Instructors will practice hands off teaching and maintain safe social distance. To schedule a lesson with Luke Benoit or Blaize Baumgartner, please utilize ForeTees. To schedule a lesson with another member of our golf professional staff, please call the Pro Shop at 952-924-7424

## GOLF EVENT PARAMETERS

### **Golf events will be modified to allow for safe social distancing.**

- All events will be tee time only (no shotgun starts).
- Groups will be limited to four players.
- Food and beverage offerings will be modified to allow for safe social distancing or prepared to go.
- Scoring will be completed electronically.
- No cash will be exchanged (pari-mutuels).



## **JUNIOR GOLF PROGRAMS**

**Junior golf programs have been modified based on the following safety guidelines:**

- Off-course programs are available for children 7 and older.
- On-course programs are available to children 10 and older.
- Unfortunately, programs for children 6 and under have been paused for the season. Private instruction is available.
- No more than 8 participants in a group or class.
- We will maintain 4:1 student to instructor ratio.
- Instructors will practice hands off teaching at all times.
- Stations will be set up to allow for social distancing.

## **INCLEMENT WEATHER**

In the event of inclement weather, golfers will be directed to their vehicle to wait out the storm. The all clear will be given by the sound of three short horn blasts. Should it be a lengthy delay, players will receive an email with updated tee time information.

## **SOCIAL DISTANCING AND HYGIENE**

- Maintain safe social distance (at least 6') from fellow members and staff.
- Although traditions of the game, avoid handshakes, high-fives, and fist-bumps.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.

## **REGARDING ILLNESS**

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenc.org](mailto:jlivingood@interlachenc.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.



## CADDIES: COVID-19 GUIDELINES

The caddie program is an integral part of the Interlachen golf experience. The following caddie guidelines were developed in close collaboration with Interlachen's Medical Advisory Committee to help create a safe environment for both caddies and members. If you have any questions, please contact Caddie Master Jim Vennewitz at [jvennewitz@interlachenc.org](mailto:jvennewitz@interlachenc.org) or at 952-924-7544.

### INTRODUCTION

Every caddie and member must complete their own assessment of the risk associated with offering caddie services or utilizing the services of a caddie and make their own decision regarding what is best for them during this time.

Caddies and members who are at higher risk for severe illness are strongly encouraged not to offer caddie services or utilize the services of a caddie. Those at higher risk for severe illness include, but are not limited to people 65 years and older and people of all ages with underlying health conditions. For a complete list of people at higher risk please visit the CDC website by clicking [here](#).

Ultimately, the caddie and member must agree on the parts of the job the caddie is comfortable doing and the parts of the job the member is comfortable with the caddie doing. It is important all caddies and members choosing to participate in the caddie program follow the policies and procedures in place to protect everyone in our Interlachen community.

### WALKING CADDIE PROGRAM

The caddie requirement, typically in place from Memorial Day through Labor Day, has been paused for the remainder of the 2020 golf season. Members who would like to utilize a caddie may hire a single walking caddie subject to the following guidelines:

#### HEALTH AND SAFETY

- Maintain safe social distance of 6' from members, employees, and caddies at all times.
- Face masks are recommended.
- Utilize hand sanitizer often and wash your hands at each opportunity.
- Avoid touching your face.
- Caddies and members who are at higher risk for severe illness are strongly encouraged to not offer caddie services or utilize the services of a caddie.

#### PARKING AND ARRIVAL

- Caddies are to park in lot west of tennis courts and remain there until 15 minutes prior to tee time.
- Member will meet caddie on the left side of the first tee.
- Caddie will spray bag with disinfectant before round. Disinfectant spray and wipes will be available for caddie near first tee.

*Effective: 6/1/20*



- Caddie must come prepared with their own hand sanitizer. It is recommended caddie utilizes hand sanitizer after each hole and should avoid touching their face.
- Caddie must come prepared with range finder and other tools necessary for the job.

### **ON COURSE**

- Caddie is not to touch clubs throughout the round.
- Caddie will carry bag to player, inform player of yardage, and step away to adhere to social distancing guidelines.
- After shot is played, player will return the club to the golf bag.
- Caddie is not to come onto the tee boxes in order to adhere to social distancing guidelines. Player should select club for next tee before reaching the tee box.
- No more than two caddies are permitted on the putting green at any time in order to adhere to social distancing guidelines.
- Player should select putter (and wedge if necessary) after playing approach shot.
- Divot refill stations will be located at #2/7 gazebo, #10, and #16 gazebo. Caddies are to sanitize hands before and after refilling divot bottle. If a club divot bottle is used, it will be sanitized after each round.

### **FOLLOWING PLAY**

- Following play, caddie will place bag at the end of the rack and spray the bag with disinfectant. Disinfectant spray and wipes will be available for caddie near bag rack.
- Member will take bag to their car.
- Member should pay the caddie directly via Venmo or other no-contact payment method. All caddies are strongly encourage to have a Venmo account.
- Cash will not be available in the Golf Pro Shop.

### **PUSH CARTS**

Push carts are reserved for members who prefer to push the carts. Caddies may push a member's personal push cart.

### **CARTS**

Caddies are permitted to drive a golf cart for a member. The member will pay the fee for the cart. The single rider policy applies.





## LOCKER ROOM: COVID-19 GUIDELINES

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Locker Room Manager Ryan Sullivan at [rsullivan@interlachenc.org](mailto:rsullivan@interlachenc.org) or at 952-924-7417.

### GENERAL

**The Locker Rooms will be open 30 minutes prior to the first tee time. Please note the following important information:**

- Please be mindful of fellow members and practice social distancing in the locker bays.
- Showers will be available; however, the men's steam room will remain closed.
- Please follow the posted protocols for sanitizing the restroom and shower after use.
- Card Room and Lounge seating will be limited to 50% capacity. We have added additional tables outside under the Terrace for both men and women.

### SHOE SERVICE

- Please place shoes needing service directly outside your locker before/after your round.
- All shoes will be disinfected and cleaned within 12 hours and placed inside your locker for use.
- Locker room staff will disinfect shoes before cleaning and wear gloves and mask when cleaning.

### SOCIAL DISTANCING AND HYGIENE

- Maintain safe social distance (at least 6') from fellow members and staff. Please do not congregate in locker bays.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.
- Quat cleaners (No-bac and bio clean) will be utilized to disinfectant surfaces throughout the day. Benches, restroom areas, and other frequently touched surfaces will be disinfected frequently throughout the day.

### REGARDING ILLNESS

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenc.org](mailto:jlivingood@interlachenc.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.

*Last Updated: 6/9/20*



## **BAG STORAGE: COVID-19 GUIDELINES**

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Lead Assistant Golf Professional T.J. Boulanger at [tboulanger@interlachenc.org](mailto:tboulanger@interlachenc.org) or at 952-924-7424.

### **GENERAL**

- Staff will wear a mask when they are not able to maintain social distancing while exchanging an item with a Member.
- Staff will wash hands or utilize hand sanitizer immediately before and after handling a member's bag or other personal item, after removing used gloves, and before putting on clean gloves.
- Staff are directed not to touch their face with unwashed hands or while wearing gloves.

### **DISINFECTING**

- Members will leave bag in designated area near Bag Room following each round. Signage will direct member where to place bag.
- Bags will be disinfected thoroughly with Victory Electrostatic Sprayer and Vital Oxide.
- Clubs heads will be cleaned with a No-bac solution. Staff will not touch or clean grips.



## RACQUET SPORTS: COVID-19 GUIDELINES

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Director of Racquet Sports Steve Paulsen at [spaulsen@interlachenc.org](mailto:spaulsen@interlachenc.org) or at 952-250-2456.

### GENERAL

- Please take time to review most up-to-date hours of operation before visiting. Hours of operation are available on the mobile app or on the Member Central portion of the Interlachen website.
- **ForeTees reservations are required for reserving any court.** Please arrive no more than 10 minutes before your reservation time.
- At this time, guest play is not permitted with the exception of family guests living in the same home as the member.
- All players must provide their own racquet, balls, and water.
- The ball machine can be reserved by contacting Director of Racquet Sports Steve Paulsen.
- Players playing matches with fellow members outside of their household are encouraged to initial tennis balls and only handle balls marked with their initials.

### PRIVATE INDIVIDUAL AND FAMILY INSTRUCTION

Private and family tennis instruction are available. This is a great way to stay on top of your tennis game, work out, and create a new family tradition. Our tennis professionals are eager to continue coaching while adhering to the protocols that keep our community safe.

The tennis professional will only be allowed to touch the balls and pick them up with hoppers as much as possible. Please assist with picking up the balls by using your racquet to push all balls from your side of the court into the net. From there, the professional will quickly be able to collect them.

**To schedule a lesson, please contact Steve, Luciano, or Jaime directly:**

Steve Paulsen, Director of Racquet Sports: [spaulsen@interlachenc.org](mailto:spaulsen@interlachenc.org)

Luciano Battaglini, Associate Tennis Director: [lbattaglini@interlachenc.org](mailto:lbattaglini@interlachenc.org)

Jaime Gaard Chapman, Head Tennis Professional: [jgaardchapman@interlachenc.org](mailto:jgaardchapman@interlachenc.org)

### GROUP INSTRUCTION

**Junior and adult instructional programs have been modified based on the following safety guidelines:**

- Rally Hitters, Junior Davis Cup, Davis Cup Team, Wimbledon Team beginning June 1 as planned.
- Tiny Hitters, Quick Hitters, and Young Hitters have been paused for the month of June.
- Pickleball drills have been paused for the month of June.
- Player to instructor ratios have been reduced.

*Last Updated: 6/9/20*



- Multiple courts will be utilized as needed to allow for social distancing.
- Instructor will feed balls or players will have assigned balls.
- Players not hitting will have designated waiting area.
- Players will only pick up their own balls. Players will roll community balls to center court for instructors to pick up. If hopper is used, players will be assigned a hopper and it will be disinfected after each class.
- Any points played out will be fed by instructor or be done with assigned balls.

### **SOCIAL DISTANCING AND HYGIENE**

- Maintain safe social distance (at least 6') from fellow members and staff.
- Although traditions of the game, avoid handshakes, high-fives, and fist-bumps.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.

### **REGARDING ILLNESS**

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenccl.org](mailto:jlivingood@interlachenccl.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.



## **DINING: COVID-19 GUIDELINES**

The following guidelines have been developed in accordance with Minnesota's Stay Safe Plan. It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Director of Member Dining Allyssa Smith at [asmith@interlachenc.org](mailto:asmith@interlachenc.org) or at 952-924-7451.

### **GENERAL**

- Please take time to review most up-to-date hours of operation before visiting. Hours of operation are available on the mobile app or on the Member Central portion of the Interlachen website.
- Outdoor dining is available on the Bobby Jones Terrace (upper terrace) and indoor dining is available in the Bobby Jones Pub & Grille at 50% capacity.
- Reservations are available via ForeTees or by calling the Concierge at 952-929-1661. Online/mobile app reservations are open. Walk-ins will only be permitted if capacity is available.
- Guests are welcome to dine with members.
- Parties are limited to 4 or less (unless family).
- Bar seating has been reduced to 6 seats to allow for safe social distancing of members and bartenders.
- Valet service will be paused until further notice. Please self-park in the lower parking lot and enter via the Champions Walkway and north stairs.
- Handicap access is available at the main entrance. Please contact the manager on duty at 952-929-1661 for assistance.
- All members must check in with the host/hostess upon arrival. Please arrive no more than 5 minutes before your reservation time.
- Unfortunately, due to indoor dining capacity restrictions, there may not be a backup table available in the event of rain. Club staff will do their best to accommodate everyone. Priority will be given to members who have placed their order.
- The main level restrooms will be available. Please follow the sanitization protocols posted at the restrooms.

### **DINING EXPERIENCE**

**Many elements of the dining experience have been modified to create a safe experience, including but not limited to:**

- Single use menus.
- Center pieces will be removed from tables. Tables will not be pre-set with silverware, water glasses, or salt and pepper. Standard silverware sets will be replaced with roll-ups.
- Food and beverage staff will wear masks.

*Last Updated: 6/9/20*



- Managers will not be lingering or spending extended periods of time at tables or checking in as often.

## **SOCIAL DISTANCING AND HYGIENE**

- Please adhere to social distancing guidelines as you wait to be seated.
- Tables and chairs have been arranged to allow for social distancing.
- Please practice social distancing throughout your time at the Club by remaining 6' away from members not in your party. Please do not congregate by other tables.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.
- Quat cleaners (No-bac and bio clean) will be utilized to disinfectant surfaces throughout the day. All tables, chairs, salt and pepper shakers, pens, other frequently touched surfaces will be disinfected after each use.
- The dining areas will be disinfected with a Victory Electostatic Sprayer and Vital Oxide at the end of each day.

## **REGARDING ILLNESS**

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenc.org](mailto:jlivingood@interlachenc.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.



## POOL COVID-19 GUIDELINES

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Assistant General Manager Carrie Eyler at [ceyler@interlachenc.org](mailto:ceyler@interlachenc.org) or at 952-924-7500.

### GENERAL

- Please take time to review most up-to-date hours of operation before visiting. Hours of operation are available on the mobile app or on the Member Central portion of the Interlachen website.
- **ForeTees reservations are required for visiting the Pool.** Capacity is limited to 95 members per session as dictated by the Minnesota Department of Health. Walk-ins will only be permitted if there is capacity available.
- Guests are not permitted with the exception of family members living in a member's home, nannies, and caregivers. All members must check in upon arrival to the Pool. Please arrive no more than 5 minutes before your reservation time.
- The locker rooms, including showers, will be accessible.
- Please note there will be no towel service. Please plan accordingly and bring your own towels.
- Members are encourage to bring their own water bottle to fill at the water machine.
- According to the CDC, there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools. We will maintain proper levels of chlorine (3-5 PPM) which should inactivate the virus in the water. Lifeguards will check chlorine levels at least once per hour.

### RESERVATION DETAILS

**Reservations are available 7 days in advance. Members are limited to one reservation per day. Members may make an additional reservation the same day if space is available.**

Reservation Times:

6:00-7:45 AM	Early Morning Lap Swim
8:00-10:45 AM	Competitive Instructional Swim Program
10:30-11:00 AM	Cleaning and Sanitization
<b>11:00 AM-1:30 PM</b>	<b>Open Registration for Leisure Swim</b>
1:30-2:00 PM	Cleaning and Sanitization
<b>2:00-4:30 PM</b>	<b>Open Registration for Leisure Swim</b>
4:30-5:00 PM	Cleaning and Sanitization
<b>5:00-8:30 PM</b>	<b>Open Registration for Leisure Swim</b>
8:30-9:30 PM	End of Day Cleaning and Sanitization



## **FOOD AND BEVERAGE SERVICE**

**Food and beverage will be ordered through the mobile app to minimize touch points and interaction.**

- Members will not be permitted in the 1909 Cabana.
- All food will be served in compostable to-go containers.
- Food and beverage staff will wear masks.

## **INCLEMENT WEATHER**

In the event of inclement weather, members will be directed to their vehicle to wait out the storm. The all clear will be given by the sound of three short horn blasts. Swim session times will not be extended or changed due to a weather delay.

Please note, if the air temperature is less than 68 degrees, the Pool may be closed. To check the Pool status, please visit the Aquatics section of the mobile app.

## **JUNIOR AQUATICS PROGRAMS**

You may view the most up-to-date Junior aquatics programming in the Youth Guide or on ForeTees. Junior aquatics programs have been modified based on the following safety guidelines:

- The Western Swim League (WSL) made the difficult decision to cancel the 2020 WSL Season, which includes Swim Team and Junior Swim Team programs.
- Juniors of all ages may utilize private lessons.
- Group swim lessons will maintain a 4:1 swimmer to instructor ratio.
- Pod swim instructional programs will maintain a 9:1 swimmer to instructor ratio.
- Please arrive no more than 10 minutes before your swimmer's class time and plan to depart at the end of class.
- Parents and caregivers may stay on property during instruction; however, please practice social distancing.

## **SOCIAL DISTANCING AND HYGIENE**

- Please adhere to social distancing guidelines as you wait to be checked in.
- 50% of seating will be removed to help ensure social distancing.
- Please practice social distancing throughout your time at the Pool by remaining 6' away from members not in your family or current social circle.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.
- Quat cleaners (No-bac and bio clean) will be utilized to disinfectant surfaces throughout the day. All tables, chairs, restrooms, and other frequently touched surfaces will be disinfected between reservations.



*Last Updated: 6/9/20*



## REGARDING ILLNESS

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenccl.org](mailto:jlivingood@interlachenccl.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.



## FITNESS: COVID-19 GUIDELINES

It is important we all do our part to protect everyone in our community by closely adhering to these new guidelines. If you have any questions, please contact Assistant General Manager Carrie Eyler at [ceyler@interlachenc.org](mailto:ceyler@interlachenc.org) or at 952-924-7500.

### GENERAL

- The Fitness Center is open daily from 5:30 AM–10:00 PM.
- The Fitness Center will open for one-on-one personal training, weight training, and physical therapy.
- Cardio equipment has been relocated to the Porch to allow for safe distancing between machines.
- Group fitness classes will take place outside on the Flexible Lawn or inside in the Ballroom with proper social distancing measures in place.
- **ForeTees reservations are required for cardio equipment, weight training, and group fitness classes.** Cardio equipment can be reserved in 30 minute increments up to 60 minutes. Each class is limited to 9 participants. Reservations are available 7 days in advance. Walk-ins will only be permitted if there is capacity available.
- Guests are not permitted.
- Please arrive no more than 10 minutes before your machine reservation time or class time.
- Towel service and yoga mats are not available during this time. Members are encouraged to bring their own towel, yoga mat, and water bottle.

### SOCIAL DISTANCING AND HYGIENE

- All group fitness classes have been reduced to a 9:1 student to instructor ratio.
- All group fitness classes will take place in the Ballroom or on the Flexible Lawn at the instructor's discretion.
- Members will be assigned a 28 square foot space to allow for social distancing and proper social distancing spot in class and directed to respect others and stay on their spot.
- Please practice social distancing throughout your time at the Club by remaining 6' away from other members.
- Cough and sneeze into a tissue (or elbow if tissue is unavailable).
- Wash your hands or use hand sanitizer often.
- Quat cleaners (No-bac and bio clean) will be utilized to disinfectant surfaces throughout the day. The group fitness space and equipment will be disinfected after each class.
- Staff will sanitize all equipment used with a client during a one-on-one personal training session.
- Members are asked to sanitize equipment after use.

*Last Updated: 6/9/20*



## REGARDING ILLNESS

- **If you are feeling ill or a member of your family is feeling ill, staying at home is the most important thing you can do** to keep everyone at the Club healthy.
- If you or someone with whom you have been in contact with tests positive for Coronavirus and you have been to the Club within the last 5 days, please contact General Manager/COO Joel Livingood at [jlivingood@interlachenccl.org](mailto:jlivingood@interlachenccl.org) or at 952-924-7401. You can also call the confidential reporting line at 952-924-7482.