

Notice to Owners, Members and Patrons

Strata Corporation KAS-353

COVID - 19 Response

March 23, 2020

As we are all aware the COVID-19 crisis is having a profound impact on our modern daily routines and adjustments are required during this heightened period. Recognizing that the crisis is evolving at a very fast pace with changes occurring daily, the Strata Corporation is attempting to stay current with new requirements being released by the BC Provincial Health Officer and Federal authorities. This **Notice** will inform owners, members and patrons of the steps being taken by the Strata Corporation during this stressful period.

At the March 2020 Strata Council meeting, Council agreed that Rivershore Golf Links will **continue operations** under conditions set forth by authorities or until otherwise told by authorities. Many innovations have been implemented to adhere to the present recommended social-distancing strategy and potential unintended contact with COVID 19 that could impact staff and patrons. The continued health and safety of staff and patrons remains our priority as Golf Operations looks to remain in business.

Golf Operations

General Steps

In the Clubhouse and Pro Shop increased sanitation has been implemented for areas with "high touch" potential such as washrooms, counters, merchandise, golf carts, etc. Business transactions are being conducted without cash. Social-distancing is practiced throughout the operation by both staff and patrons. Increased communication to staff, members and patrons about expected behavior is being conducted through staff meetings and notifications. If you are aware of an owner or member **not on an electronic** circulation list now is the time for them to reconsider that status.

Golf Course

On the golf course, those elements that may have the unintended transfer of COVID- 19 such as flags are now to remain in the cup; a foam ring has reduced the depth of the cup so that ball retrieval does not require the touching of the cup. Ball washers, bunker rakes and sand containers have been removed from the Course, driving range stall separation has been expanded to meet the social distancing recommendation, golf carts are being cleaned before and after use, single cart occupancy is an option for patrons and while schools are closed, kids under the age of twelve **play free** with an accompanying playing adult.

Golfers are asked to **celebrate** their round with a foot or elbow tap instead of the traditional handshake. **Practicing social-distancing** at the range, on practice and chipping greens, on the tee box, while walking down the fairway, while searching for lost balls and on the greens **is mandatory**; a course Marshall will be touring the course to observe for compliance.

Restaurant

As mandated by the BC Public Health Officer, restaurant services have been reduced to **take-out only** effective Saturday March 21, 2020 until further notice. Menus will be posted on a variety of electronic sites - Rivershore website, Rivershore app, Facebook etc. In conjunction with our restaurant staff the Sunshine Committee will assist with a "**Meals on Wheels**" initiative through a limited trial for the community to determine its viability. **Frozen meals** will be available to owners who want to take a break from meal preparation. For more information please **contact** Marg Marshall at 250-573-2093

Pro Shop

The number of patrons in the Pro Shop at any one time will be restricted to ensure social distancing norms can be practiced.

On Course Services

Authorities have **suspended** our Primary Liquor Licence permit held by Golf Operations. This order means that there will be **no on-course beverage cart sales** of alcohol through the mobile carts. The Provincial Government announced that sale of alcohol with take-out orders is permitted until July 15, 2020.

Washroom service at the sixth and fifteenth tee boxes **has returned** to the course due to the efforts of a small group of dedicated volunteers who have been working on this project over the winter months. The exterior elements of the building are nearing completion with the landscaping next on the agenda. Many thanks to the efforts of the volunteers. Staff will be disinfecting the **"touch surfaces"** once per hour and those using the facilities are asked **to use** the available disinfection materials to wipe down the sink handles and door handles after use. A waste paper bin **will be located** outside the door to deposit your paper towel. As a reminder, **proper hand washing** is highly recommended.

Other Expectations

Effective immediately a single occupancy golf cart policy is in effect except for household members; government documentation will be required as proof.

Returning travelers playing privileges are suspended until they have self-isolated for 14 days upon their return or **can demonstrate** that they have **tested negative** for COVID -19.

Other topics

Golf Course Access

Unfortunately, Council is observing reoccurring behavior on the golf course seeing owners and dog walkers mixing with golf operations creating unsafe conditions for walkers, employees and patrons. Until further notice, the golf course **is closed** to all non-golfers from 7am to 8pm **effective immediately**.

Water and Sewer Services

The heighten need for increased personal hygiene will have changed the approach taken to disinfect your person and home. Owners are reminded that solids in the sewer system **are prohibited** as they will create future issues that will be **very costly** to remedy. Please **do not flush** wipes down the toilet along with any other items that are not toilet paper or those floaties.

Snow Birds

Many owners and members have or will be returning from winter vacations outside Canada. Please **take seriously** the recommendation from the BC Public Health Officer and Federal authorities to practice self-isolation for 14 days upon your return to Canada. Self-isolation has been proven to assist in impacting the spread of COVID-19. The Pro Shop **will be monitoring** for members who have returned to Canada from travel to assist in minimizing the potential impact of contact while golfing at Rivershore; noted such members are suspended from play. This step will assist in allowing the business to remain open.

In the Community

As our fellow neighbors return from their winter vacation, please consider **your role** in assisting them to self-isolate for the 14 days upon their return. Now is the time for the community **to support** those who are taking personal action to protect themselves and assisting with curbing the spread of COVID - 19. Please **reach out** where necessary; **check-in** with neighbors to see how they are doing in particular those who live alone or have known underlying illness; consider helping by **minimizing** trips to town for groceries and other essentials by offering to shop for your neighbors and friends. The Sunshine Committee continues with the Rivershore Welcome Bags, Comfort cookies & cards, and the Kid's Birthday Club bring a sense of caring and community to Rivershore in these trying times.

Organic Pit

Although not a direct impact from COVID - 19, it is likely that many owners will be out in this wonderful weather gardening and cleaning up their yards after the winter. It has **been observed** that owners continue to dump non-organic materials in the Pit. Dumping of in particular plastics or any non-organic materials in the Pit is **prohibited**. Council asks that owners respect this requirement before the privilege of our close dump site becomes a lost service due to a lack of adherence to this necessity. For new owners who need **the code** to the lock, please just ask a Council member for the combination.

Council thanks owners, members and patrons for **their action** on **the requests** in this Notification.

Yours truly

Rick Sommer
President