



Greenhorn Creek Resort is committed to providing our guests an unforgettable Gold Country golf and event experience. During these uncertain times we will continue to work with Calaveras County officials and monitor ongoing Federal and State policy changes. Though our services may look and feel different, know that we are doing everything we can to ensure your and our employees health and wellbeing. Following CDC guidelines and public health advancement, we will continue to update our policies and procedures as necessary and where appropriate.

This policy and procedure manual provides details of the health and sanitization guidelines, procedures and practices Greenhorn Creek Resort is following. Areas of inclusion: Employee & General Public Safety, CAMPS Restaurant, Banquets, Golf Course Practices, Tennis, Swim, Fitness and Lodging.

All staff will be trained on these operating procedures before returning to work.

We thank all of our Member, Guests and Visitors for their continued support and cooperation while we navigate this ever changing situation.

Mike Kristoff
General Manager
Greenhorn Creek Resort
(209) 729-8148

The novel virus known as COVID-19 has been declared a worldwide pandemic and may be spread by person-to-person contact. Greenhorn Creek Resort has endeavored to put into place preventative measures to reduce the spread of the virus by applying the strict rules outlined above. However, Greenhorn Creek Resort, ownership and management cannot guarantee that you will not become infected. Each Visitor, Guest, Participant and Member should take extra precaution for his/her own actions and abide by all the safety measures. Visitors, Guests, Participants and Members hereby assume all risk and accept sole responsibility in connection with participating in any Greenhorn Creek Resort activity.



EMPLOYEE & GENERAL PUBLIC SAFETY:

1. Signs are located throughout Resort to remind guests and staff of proper COVID19 protocols including handwashing, social distancing and mask usage.
2. Social distancing protocols are always in place.
3. Hand sanitizer stations are located throughout the facility, particularly at rest rooms and doors.
4. Staff is trained on COVID19, sanitation and proper food handling using the CDC & EPA guidelines.
5. Staff coming into direct contact with guests will wear masks.
6. All employees handling money will wear gloves.
7. Pro Shop, protective barrier has been installed between attendants and guests.
8. Shared objects (ie pens) are wiped down after every guest use.
9. Social distance lines have been placed at entry and outside of restaurant.
10. Frequency of cleaning public spaces has been increased, using CDC guidelines.
11. PPE supplies are provided for staff.
12. All staff meetings are held outside or in facilities with 6' social distancing in place.
13. Employee break areas are located outside, and breaks are staggered.
14. All workstations are a minimum 6 feet apart when possible.
15. Commonly touched worked surfaces are wiped down hourly.
16. Directional signs for staff to enter and exit kitchen have been placed.
17. Sanitizer stations are monitored and refilled on an ongoing basis.
18. Cleaning protocols which meet the EPA guidelines are instituted throughout the Resort.
19. Shared tools throughout the Resort are sanitized before and after use, and between shifts.
20. All packages received are either wiped down before immediate distribution or opening, or not handled for 24 hours upon delivery.
21. Fireside Conference Center and Offices remains closed to general public. Staff meets with members and guests by appointment only in areas where social distancing can take place.
22. All offices are equipped with touchless hand sanitizer.
23. All commonly touched doors, handles, and switches are frequently sanitized throughout the day and every evening at closing.
24. COVID19 signs have been placed in each workplace area. All staff has been given the following directions and receive ongoing training:
 - a. Employees are required to self screen at home before each shift following the CDC guidelines.
 - b. If you are feeling sick and/or anyone in your household is feeling sick. Please stay home.
 - c. If you have recently traveled (14 days) outside the country, please stay home and self-monitor for at least 14 days.
 - d. If you are part of the high-risk group, please be extra cautious and stay at home .
 - e. If you get diagnosed with the COVID19 virus, please let us know right away.
25. If we are alerted to a presumptive case of COVID19 at the resort, we will work with the Calaveras County Health Department and follow appropriate protocols.

CAMPS

RESTAURANT
AT
GREENHORN CREEK
RESORT

RESTAURANT OPERATIONS:

1. Reservations are recommended, seating is limited. Please call from your car to inquire if seating is available.
2. Menu's are posted and dinner may be pre-ordered for your seating.
3. Please arrive at your designated seating time.
4. Social distancing protocols are to be observed at all times.
5. Tables have been arranged with a minimum 6' distance between each other.
6. No food service at Bar and No Buffet service until further notice.
7. Bar is closed, all alcohol must be purchased through server in conjunction with food.
8. Outside and To Go dining is encouraged.
9. Seating at each table will be limited to a household unit or patrons who have asked to be seated together.
10. Servers and employees interacting with guests will use facial masks.
10. No congregating before or after food service, always maintain social distancing.
11. Restrooms and frequently touched surfaces have a strict cleaning schedules, sanitation stations/ hand cleaner/wipes are available throughout the Resort.
12. Tables and surfaces are sanitized and disinfected using EPA approved processes between seatings.
13. Menu's are single use only.
14. Linens have been removed from table service.
15. Tables will be set after guests are seated.
16. All silverware must be wrapped in advanced by masked, gloved staff and presented to individual guest.
17. Condiments are provided by request only and sanitized between seatings.
18. To Go box can be provided, however, Guests with table service must box their own To Go food.
19. Credit cards are encouraged for all Resort transactions.
20. Masks are encouraged but not required for guests, proper use signage is posted.
21. Staff is trained on COVID19 sanitation and proper food handling using the CDC & EPA guidelines.
22. Risk Assessment reviewed and updated daily or as necessary.



BANQUET OPERATIONS

1. Reservations are required.
2. No guest function may exceed 90 guests inside a banquet room.
3. No guest function may exceed 150 guests outside.
4. Menu's are pre-ordered and paid for before event.
5. Self Service Buffet service is suspended until further notice.
6. Event's contracted pre-Covid19 will be modified to the approved styles of service.
7. Please arrive at your designated event time.
8. Social distancing protocols are to be observed at all times, no congregating before or after.
9. Signs on proper mask wearing are prominently posted and hand sanitizer is encouraged upon entering.
10. Tables have been arranged with a minimum 6' distance between each other.
11. Seating at each table will be limited to a household unit or no more than 8 seats.
12. Servers and employees interacting with guests will use facial masks.
13. Tables and surfaces are sanitized and disinfected using EPA approved processes between seatings.
10. Tables will be set after guests are seated.
11. All silverware must be wrapped in advanced by masked, gloved staff and presented to individual guest.
12. When linens are used, table clearing of such will not take place until all guests have left, and then will be bagged for removal per guidelines by masked, gloved staff.
13. Condiments are provided by request only and sanitized between seatings.
14. No Bar service until further notice. Alcohol must be ordered through server in conjunction with meal.
15. If beverage station is provided it will be staffed by dedicated attendant and sanitized hourly.
16. All tray passed food items to be placed upon a single use vessel, and handed to guests by the gloved server.
17. To Go box can be provided, however, Guests with table service must box their own To Go food.
18. Credit cards are encouraged for all Resort transactions.
19. Staff is trained on COVID19 sanitation and proper food handling using the CDC & EPA guidelines.
20. Restrooms and frequently touched surfaces have a strict cleaning schedules, sanitation stations/ hand cleaner/wipes are available throughout the Resort.



PRO SHOP & GOLF COURSE OPERATIONS:

1. Tee times are encouraged to be made and paid for in advance of tee time. Credit card transactions at Resort are encouraged.
2. All players must have all their own equipment and be responsible for their own clubs. Playing partners shall not touch equipment of other players.
3. Pro Shop is open with limited hours please maintain a minimum of 6' of social distancing. Doors have sanitizing wipes to open doors.
4. Number of guests in Pro Shop is limited to 5 guests per 1000 square feet.
5. Pro Shop, protective barrier has been installed between attendants and guests.
6. Credit card device is located on guest side of desk, eliminating need for staff to handle the card.
7. Shoppers are encouraged not to handle merchandise unless they intend to purchase it.
8. Cloth merchandise touched and not purchased will be steamed and held for 24 hours before putting back on floor for purchase.
9. Packaged or hard surface merchandise touched and not purchased will be wiped with sanitizer before being put back on floor for purchase.
10. No groups larger than four are allowed to tee off at a time.
11. 10-minute tee time intervals to separate groups.
12. Golf Carts are single rider only (unless living in same household) and they may not carry another golfer's equipment.
 - a. GHC golf carts will be sanitized after each use by staff in gloves and will not have any scorecards, pencils, towels, or sand containers.
 - B. Members will have priority for carts, limit one cart per member for guest to ensure enough carts for members. Members will always have priority when it comes to access to GHC carts.
 - b. Golfers are required to empty their own carts of trash after round. Notice is posted in each cart.
 - c. Private carts may only have one rider (unless living in the same household).
11. Walking for outside play and members without a private cart is encouraged.
12. The cup of the green is configured in such a way so the ball doesn't "fall in".
13. Sand buckets/bottles, ball washers, and water fountains have been removed or rendered inoperable.
14. Bunker rakes have been removed. Players to smooth the bunkers with your feet to the best of their ability.
15. No congregating before or after rounds, always maintain social distancing.
16. No rental clubs or rented hand carts available until further notice.
17. Driving Range will keep minimum 10' separation between players. Range balls will be sanitized
18. Practice area is open for use with own equipment. No touching flags on practice area.
19. All staff will be provided masks and gloves that would have any contact with golfers
20. Players are encouraged to use mobile app to keep their score. Scorecards & pencils issued upon request only.
21. Restrooms will have strict cleaning schedules, sanitation stations/hand cleaner/wipes are available outside the restrooms.
22. Ice machine is unavailable for use.

TENNIS & PICKLEBALL OPERATIONS

1. You are playing at your own risk.
2. Members only, no outside guests allowed.
3. Court times must be pre-booked using the online system.
4. Players should not access the Tennis Pickleball facility if you are sick, feeling sick, any member of your household is sick, or you have traveled outside the country in the past 14 days. You are required to STAY HOME.
5. Water fountains have been rendered inoperable, please bring your own water.
6. All organized Tennis & Pickleball tournaments, mixers and large group activities are postponed until further notice.
7. No congregating is allowed at the courts or outside the courts.

PREPARING TO PLAY

Protect against infections:

- Wash your hands with a disinfectant soap and water (for 20 seconds or longer), or use a hand sanitizer if soap and water are not readily available, before going to the court.
- Clean and wipe down your equipment, including racquets and water bottles. Do not share racquets or any other equipment such as wristbands, grips, hats and towels.
- Bring a full water bottle to avoid touching a tap or water fountain handle.
- Use new balls and a new grip, if possible.
- Consider taking extra precautions such as wearing gloves.
- If you need to sneeze or cough, do so into a tissue or upper sleeve.
- Arrive as close as possible to when you need to be there.
- Avoid touching court gates, fences, benches, etc. if you can.

WHEN PLAYING

- Try to stay at least six feet apart from other players. Do not make physical contact with them (such as shaking hands or a high five).
- You should consider not playing doubles, which could lead to incidental contact and unwanted proximity. If you do play doubles, avoid all incidental contact,
- Avoid touching your face after handling a ball, racquet or other equipment. Wash your hands promptly if you have touched your eyes, nose or mouth.
- Avoid sharing food, drinks or towels.
- Use your racquet/foot to pick up balls and hit them to your opponent. Avoid using your hands to pick up the balls.
- Stay on your side of court. Avoid changing ends of the court.
- Remain apart from other players when taking a break.
- If a ball from another court comes to you, send it back with a kick or with your racquet.

AFTER PLAYING

- Leave the court as soon as reasonably possible.
- Wash your hands thoroughly or use a hand sanitizer after coming off the court.
- Do not use the locker room or changing area. Shower at home.
- No extra-curricular or social activity should take place. No congregating after playing.
- All players should leave the facility immediately after play.

USE FOUR BALLS OR SIX BALLS

Although unlikely, it's possible that a tennis ball can transmit the COVID-19 virus, as virtually any hard surface can transmit the disease. So here is an extra precaution you can take to keep safe when playing tennis:

- Open two cans of tennis balls that do not share the same number on the ball.
- Take one set of numbered balls, and have your playing partner take a set of balls from the other can.
- Proceed with play, making sure to pick up your set of numbered balls only. Should a ball with the other number wind up on your side of the court, do not touch the ball with your hands. Use your racquet head or feet to advance the ball to the other side of the court.

POOL OPERATIONS

1. Greenhorn Creek Pool area is private and for use by Member only.
2. Only 50 people will be allowed inside the pool and hot tub area at a time. Once capacity is reached, members will need to wait outside using social distancing and only be allowed into the area when another party leaves. Please be respectful of your fellow members to allow as many members access daily as possible.
3. Members may have immediate only (grandkids and children) but no member group over 6 will be allowed.
4. You are swimming at your own risk.
5. Use key fob for touchless entry.
6. Members should not access the swim facility if you are sick, feeling sick, any member of your household is sick, or you have traveled outside the country in the past 14 days. You are required to STAY HOME.
7. Pool deck furniture limited to ensure social distancing, disinfecting wipes are provided to wipe equipment and handles down before and after visit.
8. No congregating is allowed in the pools or on pool decks.
9. Family pool is limited to 6 children.
10. Adult pool is limited to 8 adults, or one person doing laps.
11. Aqua aerobics classes can be held with social distancing in the pool, maximum of 6 people.
12. Hot tub is limited to 2 people.
13. Individual swim lessons only allowed, no group lessons. No touching, must maintain distance of six feet.
14. Water fountains have been rendered inoperable, please bring your own water.
15. Showers are closed.
16. Restrooms and frequently touched surfaces have a strict cleaning schedules, sanitation stations/ hand cleaner/wipes are available throughout the Resort
17. Pools and spas are frequently cleaned and treated according to guidelines.

Reprinted from CDC Website:

There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water.

FITNESS CENTER OPERATIONS:

1. Fitness room restricted to three people maximum including any trainer.
2. Sanitizer wipes are provided to wipe equipment before and after use.
3. Showers are closed.
4. Restrooms and frequently touched surfaces have a strict cleaning schedules, sanitation stations/ hand cleaner/wipes are available throughout the Resort.
5. Group exercise classes (personal trainers/rented space) may take place outside with social distancing in place. No groups larger than 6. No shared equipment, no touching.
6. Exercise class (personal trainers/rented space) group or individual may not take place inside for the month of June. Fireside building remains closed.

CADDY SHACK LODGING OPERATIONS:

1. Reservations are required.
2. Cleaning protocols which meet the EPA guidelines are instituted throughout the Resort.
3. Attention to frequently touched surfaces including but not limited to all door handles, faucets, light switches, remote control, appliances, lamps and radios, will be paid. Items will be cleaned and sanitized between stays.
4. All hard surfaces, tables, kitchen and bathroom counter tops are cleaned and disinfected between stays.
5. All linens are laundered between stays at high temperature in accordance with CDC guidelines.
6. House keeping will not clean room while guests are present.
7. Sheets will not be changed during guests stay, except in emergency.
8. Ice cube trays have been removed.
9. HVAC system cleaning has been increased.
10. In the event we are notified of a presumptive case of COVID19 by a past guest, the Caddy Shack will be removed from service and quarantined for 72 hours, during which time it will undergo enhanced cleaning and sanitization, by staff or by a third party if possible.
11. Staff is trained on COVID19 sanitation using the CDC & EPA guidelines.
12. Risk Assessment reviewed and updated daily or as necessary.