



## **RISK MANAGEMENT POLICIES**

Golf San Antonio (or the “Organization”) and The First Tee of Greater San Antonio (or the “Chapter”) is committed to the safety of its participants, employees and volunteers. These policies are meant to provide minimum guidelines for the employees and volunteers, but no specific set of guidelines can cover every situation. We must have the flexibility to implement additional safety procedures if the situation calls for it.

If anyone, including employees or volunteers, believes these policies should be changed to better ensure the safety of our participants, we ask them to contact the Executive Director with their suggestions.

We ask that each employee and volunteer read and agree to these policies, so we can move forward with the mission of Golf San Antonio and The First Tee of Greater San Antonio – to provide a safe environment in which our participants can learn and grow.

### **I. Establishment of Risk Management Committee**

Golf San Antonio will have a Risk Management Committee composed of members selected by the Executive Director in consultation with the Golf San Antonio Board of Directors. The Committee will advise the Executive Director, GSA Board of Directors and the Risk Management Committee on:

- Identification and assessment of the Chapter’s risk exposures
- Development of risk management strategies
- Implementation of the risk management plan
- Monitoring and updating the plan as needed

### **II. Employee and Volunteer Screening**

Everyone applying for a position as an employee or volunteer, including parents, will be subjected to a comprehensive screening process. The purpose of this process is to disqualify anyone who poses an unacceptable risk to the participants in our programs.

Golf San Antonio will carry out the screening process, which will require the applicant to:

1. Provide a written application.

2. Participate in face-to-face interviews.
3. Complete and pass a background check.
4. Complete and pass The First Tee Child Protection Course, an online class.

The applicant will pay for the costs of the screening.

The applicants must meet these requirements before they are allowed to participate in Chapter events.

### **Disqualification**

Individuals are permanently disqualified from all positions with The First Tee of San Antonio (including volunteer) if their criminal records include any of the following:

- Past history of sexual abuse of children.
- Conviction for any crime in which children were involved.
- History of any violence or sexually exploitative behavior.

This is not an exclusive list, and Golf San Antonio and The First Tee of Greater San Antonio can deny a position to anyone or remove a person from a position if it believes doing so is in the best interest of the participants of The First Tee of Greater San Antonio.

### **III. Supervision of Chapter Activities**

In the interest of safety, all Chapter activities must have sufficient adult supervision. A Chapter employee or senior volunteer must be present during the activity. Depending on the nature of the activity and the number of participants, additional supervision may be required. It is the responsibility of The First Tee of Greater San Antonio to ensure that adequate supervision is present. If the supervision standard is not met, the activity must be cancelled or rescheduled for a time when it may be adequately supervised.

There are no specific guidelines that will cover every situation. The employees or volunteers must use their best judgment within these guidelines to ensure the safety of the participants.

### **IV. Separate Accommodations**

If a Chapter activity requires overnight stays, separate sleeping accommodations for adults and children are required other than for parents sleeping in the same room as their own children. In dormitory settings, adults may share sleeping accommodations with participants provided there is a minimum of two adults and four youth. Adults must establish separation barriers or privacy zones such as a

temporary blanket or sheet walls in order to keep their sleeping area and dressing area separated from the youth area.

## **V. Out-of-Program Contact**

As a general practice, The First Tee of Greater San Antonio discourages out-of-program contact between participants and employees or volunteers. There are instances when such contact is justifiable. An example of justifiable out-of-program contact may be a coach providing private golf instruction to a participant.

These arrangements are independent of the Chapter and it does not assume any liability for them.

## **VI. Media Images**

Golf San Antonio and The First Tee of Greater San Antonio cannot allow a child to participate until the parent or guardian has signed the media release form.

## **VII. Transportation of Participants**

In general, transportation to and from activities of The First Tee of Greater San Antonio is the responsibility of the participants and their parents and guardians.

When an activity requires transportation, the best alternative is to seek a third-party vendor with suitable vehicles for transporting the group. Vendors should be in compliance with all U.S. Department of Transportation regulations and any applicable state laws and regulations. Contracts for vendors of transportation services should require indemnification of the Chapter for any liability caused by the vendor. This indemnification should be secured with insurance coverage in which the Chapter is identified as an “additional insured.”

Golf San Antonio and The First Tee of Greater San Antonio should avoid using privately-owned vehicles. If privately owned vehicles are used, the Organization and Chapter must certify that the drivers are properly licensed and the vehicles are insured at the time of the event. All drivers should be screened to determine that their driving record is acceptable. All drivers must be at least 21 years of age with at least three years of driving experience.

To avoid situations in which a participant is isolated with the adult driver in the vehicle, each vehicle needs to have an assistant driver who will help maintain passenger control. If participants are dropped-off at separate locations, the assistant driver will be the last passenger to be dropped-off.

## **VIII. Reporting Suspected or Alleged Child Abuse**

All suspicions or allegations of child abuse involving a participant in The First Tee of Greater San Antonio must be reported to either child protective services or to the San Antonio police department as soon as possible.

Employees and staff must also report suspicions or allegations of child abuse to the Executive Director. The Executive Director will assist the employee or volunteer in filing a report with the appropriate child protection agency. If the alleged abuser is the Executive Director, the report should be made to the Board Chair.

If an allegation of abuse is made against an employee or volunteer, he or she will be immediately suspended from any activity with the Chapter until the investigation exonerates him or her.

## **IX. Media Contacts**

The Executive Director will handle all contacts with the media. Employees and volunteers should not respond to media inquiries unless the Director approves in advance.

## **X. Prohibited Activities**

Employees and volunteers must avoid engaging in any inappropriate activity with participants. This includes:

- any sexual comments or jokes;
- “making eyes at” or giving seductive looks;
- discussions of one’s sex life or relationships;
- sitting too close or lying next to a child;
- finding ways to be alone with a child;
- confiding in a child about personal issues;
- giving gifts;
- engaging in physical “horseplay” such as tickling or wrestling with participants.

These activities are often precursors to child sexual abuse and violate the values of The First Tee of Greater San Antonio. Failure to comply with this policy may lead to disciplinary action including termination.

## **XI. Discipline**

Employees and volunteers will treat all participants with courtesy and respect. They should not use denigrating or demeaning nicknames for participants or to permit their use by others.

Cursing at or using other inappropriate language towards participants is not acceptable.

Employees and volunteers should not use any form of physical discipline towards participants, including spanking, hitting or slapping.

Water should be available for participants at all times. We will not withhold food or water as discipline or punishment.

When a participant exhibits disruptive or unsafe behavior, we may suspend the participant from Chapter activities until we speak to the parents. If the participant continues to exhibit this behavior, we can expel the participant from Chapter activities.

## **XII. Employee and Volunteer Agreement to Policies**

Golf San Antonio and The First Tee of Greater San Antonio may provide seminars on these policies for employees and volunteers. All employees and volunteers will sign these policies showing that they have read, understand and agree to these policies before they are allowed to begin work.

## **XIII. Safety**

Safety at Golf San Antonio and The First Tee of Greater San Antonio is of prime importance. We make sure that each child is learning the game in a strict, yet safe, and fun environment. All staff and volunteers are screened through background checks by the National Center for Safety Initiatives. We feel confident that we have taken every measure to make sure each child will have a safe and enjoyable learning experience. Before we put a golf club in the child's hand, we verse the child on safety. We review safety tips before every class.

We ask that the parents and guardians be an additional set of eyes and ears for the safety of the children. If they see a dangerous situation, they are to alert a staff member or a volunteer if time permits.

### **Tee Line Safety:**

- Setting up the tee line is the first step in insuring a safe experience for all our customers. Dividers will be placed no less than 12 feet apart

with a rope in front and back of the dividers 9 feet apart. Orange safety cones and rope will be used to direct traffic in special circumstances. All children's programming at the Polo Field will have orange safety cones to help define the safety zones. All left-handed players are to be set at the right side of the hitting area

The staff and volunteers must adhere to the following instructions:

- Instructor sets up safety zones before kids arrive.
- Attendance is taken before every class.
- Golf etiquette is introduced to fellow golfers.
- Buddy system for breaks to the bathroom.
- Students are taught to stay within the safety zone when swinging.
- Golf Clubs are properly fitted to student.
- Book bags and food are placed away from the instruction area.
- Students are allowed to swing only when instructed to swing.
- Students must exit straight back from the safety zone.
- Students must check their safety zone.
- Students must clear their safety zone before swinging.
- Students must stay in inside their safety zone and not drift.
- Students must not pick up golf balls when a classmate is swinging.
- Students may only pick up golf balls when instructed to do so.
- Students are taught to inform each other when someone is getting too close to the safety zone.
- Students are taught to stay behind the safety line.
- Students are taught to stay clear of golfers swinging within their safety zones.
- Students are not allowed to throw golf clubs or golf balls.
- Students must aim at targets specified by the golf instructor.
- Students must keep two hands on the golf club at all times.
- Golf clubs must be placed on the ground when a student is asked to do so.
- Golf clubs are handed out only when students are properly placed in their safety zone first, and after they have been given proper instruction on how to and when to swing the golf club.

## **Emergencies:**

### HANDLING EMERGENCIES

No two emergencies are the same. While the various steps and suggested actions outlined represent sound procedure, your own good judgment should be the final authority until you are able to contact a supervisor.

*Remember The First Tee 9 core values – courtesy, confidence, honesty, integrity, judgment, perseverance, respect, responsibility and sportsmanship – provide the framework for dealing with any situation.*

- In an emergency, contact 911 immediately
- Staff should be deployed to control the situation
- First Aid should be given immediately, by a certified person. In most cases the injured should not be moved.
- Never administer liquids to an unconscious victim.
- Do not remove objects that may be embedded in the victim's skin.
- Blood borne pathogens: never touch or remove blood.
- If more than first aid is necessary, the injured person should be taken to the nearest hospital by ambulance if seriously injured or by car if he/she can be moved. If there is any doubt as to the extent of the injury, call an ambulance. In the event that the parent or guardian cannot be reached, contact the person having emergency authorization for instructions of treatment.
- If the injured needs to go to the hospital, take the health history and emergency authorization with them to the hospital or send them with the paramedics.
- When the immediate emergency has passed, collect the names and addresses of witnesses, both staff and other participants, and prepare a written statement with all the facts as you know them and fill out an incident report form.

## **WEATHER POLICY AND PROCEDURE- EMPLOYEES AND MANAGEMENT**

### **I. IN GENERAL**

In the event of a storm, follow these instructions to ensure your safety and the safety of others:

- Seek shelter away from water immediately.
- If your shoes have metal spikes, remove them immediately.
- If instructed to seek shelter, get off the tee line and to The First Tee Learning Center.
- Stay away from any golf car, clubs, and surrounding water.
- Do not stand under a lone tree.
- Listen for Horns in amateur events; discontinue play immediately and seek shelter

### **II. SEVERE WEATHER (THUNDERSTORMS/TORNADOES)**

- Monitor weather conditions by radio and cell phone apps.
- If outside, seek shelter in a building or low-lying area.
- If inside the Learning Center, seek shelter in hallways and kitchen area, away from windows.

### **GOLF DRIVING RANGE**

Provide conspicuous play-at-your-own-risk policy, informing patrons that they use the range or play at their own risk and that no safety procedures are being utilized to protect them from lightning strikes. Players assume the risk of using the range in adverse weather conditions. Although the driving range shop staff may warn players about lightning in the area, of which it is aware, GSA does not assume any duty to detect lightning and warn them. If lightning or potential lightning is in the area, players must stop using the range immediately.

Post the notice at entry doors, cash register area, and restrooms. Post the GSA Inclement Weather Policy and USGA Lightning Safety Poster.

#### **All GSA Staff:**

1. Be informed about daily weather conditions (e.g., NOAA weather radio, TV weather, online weather service, weather subscription service, regular visual outdoor inspections).
2. Employees should be told that they could suspend activities and go to an appropriate shelter if they believe they are threatened by lightning.

### **Driving Range Pro Shop:**

1. Monitor changing weather conditions.
2. Close the range if warranted by the weather conditions (discretionary, case-by-case circumstances, e.g., lightning/thunderstorm 5-10 mile distance away, heavy rain, high winds).
3. Immediately notify patrons of range closure.
4. Issue refunds to patrons inside the building, if warranted.
5. Document the date, time and circumstances of the range closure.
6. Determine whether to reopen the range (e.g., wait 30 minutes or longer after the last flash of lightning or sound of thunder before resuming activities or wait 30 minutes of no detected lightning within a 6 mile radius).

### **GSA Executive Director:**

1. Assure the above recommendations are initiated and maintained. Keep GSA Staff informed and trained on the risks associated with lightning.
2. Establish a chain of command that identifies the person who has the authority to close the range and remove participants from The First Tee activities.
2. Maintain copies of all posted materials.
3. Maintain written records of monitoring activities and range closures.

### **III. GOLF AMATEUR EVENTS/TOURNAMENTS**

- \* Confirm whether the host/venue golf course has safety policies and procedures, and what steps, if any, does the host/venue course take to protect patrons from lightning strikes.
- \* Review any contracts entered into by GSA with the host/venue golf course and whether the contract contains a provision requiring monitoring the weather on the day of the event.
- \* Provide all participants with a handout, including the USGA Rule of Golf 6-8, allowing players to discontinue play if they believe there is a danger from lightning. (i.e., Safety Tips and Procedures for Avoiding Lightning Accidents: 2<sup>nd</sup> Greater San Antonio Junior Match Play Championship June 28-July 1, 2005).

### **IV. THE FIRST TEE OF GREATER SAN ANTONIO EVENTS**

A liability exposure exists if children are under the direction and control of GSA Staff. An affirmative defense of comparative negligence may not be successful based on the circumstances and the child's age. Further, it may be argued that GSA is in a superior position to determine whether it is prudent for children-participants to come in for their safety because Staff can rely on more than

human observation, which is all the children-participants could use for their own safety.

When steps are taken to protect the children/participants from lightning strikes, GSA owes them a duty of reasonable care to implement its safety precautions properly. If a child-participant is injured, the issue will be whether GSA negligently performed the duty it assumed.

#### **GSA Risk Assessment Committee/Executive Director:**

- Review the GSA Release form language. Are parents informed of the risk of lightning on the range? Are parents informed of the play-at-your-own-risk Golf Range policy? Are parents relying on GSA having an emergency plan, including weather monitoring and warning the children-participants of inclement weather? Could the parents argue the children-participants were harmed based on their reliance on GSA Staff's warning?
- Consider adding a page to the website addressing lightning safety. (i.e., advising, "AT ALL TIMES while participants are in session classes will be suspended ... if thunder and lightning are present in the area.").

#### **GSA Staff for The First Tee of Greater San Antonio Events:**

1. Maintain cardiopulmonary resuscitation (CPR) and first-aid certification for evaluating and treating lightning-strike victims and notifying emergency medical personnel.
2. Educate children-participants of the danger of lightning and the proper response in the event of lightning, including safe locations for shelter.
3. Monitor local weather forecasts on the day of the activity, including using weather radios, TV weather, and Internet radar.
4. Designate a weather watcher on the day of the activity, who actively looks for signs of developing local thunderstorms, such as high winds, darkening clouds, and any lightning or thunder.
5. Determine whether to suspend the activity (e.g., Suspend activities using a minimum flash-to-bang count of 30 seconds or less. Begin counting on the lightning flash, and stop counting when the associated clap of thunder is heard. Divide the time to thunder (in seconds) by 5 to determine the distance (in miles) to the lightning flash. For example, a count of 30 seconds from the time you spot the flash to when the thunder is heard: 30 divided by 5 equals 6; therefore, that lightning flash was 6 miles away.).
6. Take steps to remove the children-participants from the range into the building. Keep away from windows and doors, avoid plumbing, including sinks and faucets, and do not lie on concrete floors or against concrete walls. Remind children-participants not to use cell phones, computers and other electrical equipment during a thunderstorm.

7. Determine whether to resume or cancel activities (e.g., wait 30 minutes or longer after the last flash of lightning or sound of thunder before resuming activities or wait 30 minutes of no detected lightning within a 6 mile radius).

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