FAQ: Contact Tracing

1. Why does our golf club need to maintain a contact register?

Golf clubs who are open at Alert Level 3 are required to maintain a guest register to assist the Ministry of Health's efforts at contact tracing.

Contact tracing will be required for the foreseeable future and golf clubs should familiarise themselves with these requirements even when we move towards lower alert levels.

2. How can our golf club maintain a contact register to enable contact tracing?

Every golf club can use the following methods to maintain a contact register:

a. **DotGolf App**
members or guests can use a feature within the app to check-in every time they arrive at the golf club. This is achieved in a safe, contactless manner, streamlining administration as all the information links directly with DotGolf Live.

b. **DotGolf Live**
A member of staff or club volunteer must electronically check-in   members and guests as they arrive to the golf club.

c. **Pen and paper**
Members or guests are required to check-in by writing down their personal details when they arrive at the golf club.

These can be used in combination with each other. For instance, members who are confident with using a smartphone can check-in via the DotGolf App, while those who do not have a smartphone can check-in by pen and paper.

3. **How can we educate our golf club members to use the DotGolf App to check-in?**

We have created a user guide to take people step-by-step on how to download, login and use the check-in feature when they arrive at a golf club.

Please share the DotGolf app user guide with your golf club members. Additionally, you can print this poster and post it at the golf club where it is visible for members or guests to understand the process.

Please share this video link with your members on how to use the DotGolf App to check-in

Another benefit of educating members on how to use the DotGolf App is that we are developing new features, such as a digital scorecard. This will be released on all iOS (Apple) devices within 1-2 months to further minimise physical exchanging of scorecards.

4. **How can we view the members and guests who have checked-in to our golf club through the DotGolf App?**

You can view this information by logging into DotGolf Live, select 'Check In' and then select 'View Check-In Register'. You can specify a date in the past if necessary.

5. **How can we view the members and guests who have checked-in to our golf club through the DotGolf App?**

DotGolf App is available on both Apple and Android devices.

Members and guests can use the check-in feature when they arrive to the golf club and if necessary, can register multiple people within their bubble. Refer to the user guide and how-to-video for more information.

6. **Do you have a pen and paper template we can use?**

Yes. You can find a template here with the following advice from Sport NZ.

Transparency:	Make people aware of the reason for the register.
Security:	Keep the information safe.
Retention and disposal:	Securely dispose of the register after four weeks.
Use:	The purpose of the register is for contact tracing, not for other purposes.
Disclosure:	Do not give the register to other parties, or let individuals flick through it.

7. Is booking a tee time the same as checking-in?

Tee Booking informs the number of people who have booked a tee time and may play on course. It won't capture all the information required for contact tracing purposes, e.g. members who are using practicing facilities or visitors to the golf club.

In addition to booking a tee time, everyone who arrives at the golf club should
- Use the check-in feature through the DotGolf App.
- Be checked-in electronically through DotGolf Live by a staff member/club volunteer or
- Sign in by pen and paper.

Refer to our answer for Question 2.

8. How can we manage or use Tee Booking to manage physical distancing and maintain that everyone to stay within their bubble?

To ensure physical distancing measures between groups are maintained
- A 6-minute interval between solo players is recommended.
- An interval of 10 minutes between groups that have two of more players is recommended.
- A 1 tee start can prevent congregation near the clubhouse.
- You could only make available 1 tee slot for each available tee time as opposed to the normal 4 tee slots preventing others from joining the group. This allows 1 person in the bubble to make the booking on behalf of the bubble, Upon arrival, all members of the bubble can check-in via the app.