



Touchtone Golf Foundation (“TGF”) Volunteer Expectations

Dated: 2/27/2024

The following is intended to provide expectations and guidelines for volunteers of the Touchstone Golf Foundation (“TGF”), a non-profit organization with the goal of improving our communities through service, education, and charitable efforts by raising funds through golf related activities, and by promoting the enjoyment of and the values learned through the game of golf. These are not intended, nor should be deemed, as employment rules or policies, as they are intended only as expectations and guidelines for individuals acting as volunteers with TGF.

TGF’s Volunteer expectations and duties:

- TGF asks volunteers to commit to 1-3 shifts at the course each week as scheduled by the Volunteer Captain
- Volunteers must wear appropriate golf attire: TGF Hat, Golf Skirt, Golf Shorts or Pants and TGF Name Tag
- Daily Volunteer Activities:
 - Upon arrival to golf course, please check in with Pro Shop
 - Obtain a printed starter sheet from Pro Shop staff with player tee times and names
 - Track pace of play and report any issues and pace of play to the Pro Shop
 - Greet and assist all golfers and visitors to the facility to encourage a fun and safe experience
 - Provide advice as appropriate to further golfers’ understanding and appreciation of the game and to improve the pace of play. Educate golfers on “Ready Golf” and Pace of Play Policy.
- Volunteer Standards:
 - Maintain a friendly, courteous attitude with all guests. For example, ask golfers how their day is going? Are they enjoying the course? How are they playing? Etc.
 - Report any safety concerns or unwelcome behavior to the Pro Shop immediately!
 - For example: customers not following course rules, reckless behavior, or causing damage to the course, carts or facility. Furthermore, uncourteous behavior towards TGF volunteers, golf course staff, golfers or other guests.
 - If a golfer or guest shows any negativity to your advice or suggestions, report their feedback to the Pro Shop immediately! Please do not confront or argue with customers.
 - No smoking in front of golf course customers while volunteering with TGF
 - No alcohol consumption while on your volunteer shift
 - Take meal and rest breaks as defined by the golf course policy
 - When monitoring the course with a golf cart, you may not bring your golf clubs with you
 - Valid driver license, substance abuse screen and background check required to volunteer

Charity and Volunteerism

- Participate in Touchstone Golf Foundation fundraising activities throughout the year- complimentary **golf benefits are contingent on fundraising participation**
- Provide support to organizations conducting golf programs and events for deserving youth and disabled golfers; especially those organizations that have programs aiding disadvantaged, at risk and minority youth , and individuals with disabilities
- Assist Tournament Director and non-profit charitable/service organizations with the management of charitable golf tournaments, other related functions & tasks (For example, hole-in-one fundraising contest)
- Perform 30 hours of community service a year in addition to your regular Touchstone Golf Foundation activities (not less than 15 hours in two calendar quarters). Including but not limited to volunteering with youth programs, religious institutions, charity tournaments, Hole-in-one fundraising contests, etc.

Any volunteer that does not meet the volunteer expectations and standards as outlined above may be subject to a review, which may result in suspension of any and all volunteer benefits and/or denial of future volunteer shifts.

Ready Golf & Pace of Play Policy

Volunteers should use this policy as a guideline. Course Management will establish time goals for golfers and provide a “Ready Golf Card” and/or instruction covering the activities to be promoted to achieve the pace of play goals. *The Ready Golf & Pace of Play Policy may be modified by Management from time to time in its sole discretion.*

Encourage and Educate Golfers on the following

- Arrive early for their tee time, be ready to tee off
- Play the correct tees based on their ability (less skilled should play from shorter tees)
- **Educate golfers that they must stay within 1 shot of the group ahead of them (Golden Rule).**
- Shorter hitters can play first when teeing off, even if it's not their turn/honor
- Hit shots when ready and safe to do so, assuming another player in the group needs more time to take their shot (not ready)
- Golfers driving a cart should drop passenger off at their ball first, then if safe proceed to theirs
- Read their putt while others are putting – “Putt out” when possible
- Record all scores after you are clear of the green

Anti-Harassment & Discrimination Policy

Touchstone Golf Foundation is committed to providing a volunteer environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual’s sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances

- Offering benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of volunteerism; (2) submission or rejection of the conduct is used as a basis for making decisions with respect to the volunteer; or (3) the conduct has the purpose or effect of interfering with the volunteer's performance of duties or creating an intimidating, hostile or offensive environment for the volunteer.

If you experience or witness sexual or other harassment, report it immediately to your course's General Manager. If the course's General Manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director of Touchstone Golf Foundation. You can raise concerns and make reports without fear of reprisal or retaliation. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the General Manager so that it can be promptly investigated. Once reported, allegations of sexual harassment are promptly and discreetly investigated. Anyone engaging in sexual or other harassment is subject to disciplinary action, up to and including immediate removal from the golf course and denial of future access.

Volunteer Acknowledgement

I acknowledge that I have received and read a copy of the Touchstone Golf Foundation Volunteer Expectations and related policies. I agree to follow such expectations and guidelines during my time volunteering with Touchstone Golf Foundation.

I also understand and agree that Touchstone Golf Foundation is a non-profit organization and that I am a volunteer, not an employee. As such, I understand and agree that either Touchstone Golf Foundation or I may end our relationship at any time. I further understand and agree that Touchstone Golf Foundation reserves the right to change my scheduled shifts and duties as it sees fit. No one has made any promises to me that in any way contradict this acknowledgment, and this is the sole and entire understanding between Touchstone Golf Foundation and me relating to the terms contained herein.

Date: _____ Volunteer Name: _____

Volunteer Signature: _____