

# TARTAN TIMES

AN RBC HERITAGE VOLUNTEER NEWSLETTER



ISSUE THREE • MARCH 2021

## UNIFORM DISTRIBUTION • SATURDAY, MARCH 27TH

USCB Hilton Head Campus • I Sand Shark Drive, Hilton Head Island, SC 29928

See below for your committee's scheduled uniform pick up time. Please come during the time allotted for your committee to assist with social distancing and to promote health and safety for all.

ShotLink Laser	8:00am - 10:30am
Marshals	9:00am - 3:00pm
Caddie Operations and Couriers	9:30am - 11:00am
Player Refreshment and Player Transportation	11:30am - 1:00pm
Walking Scorer	12:30pm - 2:30pm
Tournament Ambassador	1:30pm - 4:00pm
Safe Haven, Assistant Shuttle, and Spectator Management	2:30pm - 4:00pm



## WHAT IS THE HERITAGE CLASSIC FOUNDATION?

The Heritage Classic Foundation, a 501 (c) (3) nonprofit organization, is dedicated to supporting educational and charitable initiatives to enhance quality of life and economic vitality by hosting the RBC Heritage Presented by Boeing, South Carolina's only PGA TOUR golf tournament. As a volunteer for the RBC Heritage Presented by Boeing, take pride in knowing the work you do allows the foundation to make a large impact on the community.

## MASK UP FOR SAFETY!

To follow CDC and PGA TOUR guidelines we will have a mask mandate for the tournament. You are required to wear your mask on all shuttles and while on property. In your uniform package you will be receiving a tournament themed mask to show your RBC Heritage spirit!

This mask is not a part of the uniform, you will be allowed to wear another mask of your choosing if you prefer.



## VOLUNTEER BADGE ACCESS

**NEW THIS YEAR** - Since a limited number of spectators are allowed on the golf course this year, your volunteer badge will only allow you access on days you are scheduled. Please enjoy the tournament as a spectator before or after your shift. If you would like to attend on an off day or would like to purchase a ticket for a friend, tickets are available at [rbcheritage.com](http://rbcheritage.com).

## CHAIRMAN'S CORNER



Things might not look the same this year however our primary mission has not changed. We will provide the highest degree of service and handle ourselves in our own traditional way. Please keep in mind the three principal tasks of Safety, Competition and Hospitality. While the crowd size may be smaller, our mission will stay the same. Striving to create a memorable tournament and a wonderful experience for our volunteers.

I look forward to working with everyone and putting on the best event in the state.

As always everyone can make a difference. Thank you for volunteering.

Mike Manesiotis  
General Chairman

## PGA TOUR SUPERSTORE DISCOUNTS!

THE PGA TOUR SUPERSTORE located in Bluffton will offer an RBC Heritage Volunteer discount on black bottoms from March 24th to the 30th. At checkout mention you are an RBC Heritage volunteer to receive a 15% discount on black pants, shorts and skorts.



Redefining  
SENIOR  
LIVING

## FANNY PACKS

TidePointe, a Vi Community, will be providing PGA TOUR approved fanny packs in all volunteer uniform packages.

For more information about TidePointe call 843.341.7400.

## 2021 VOLUNTEER UNIFORM



All volunteers are required to wear the official volunteer uniform which is a Southern Tide shirt with black bottoms). Volunteers are allowed to wear black pants, knee length black shorts, or black skorts during scheduled working hours.

- Please remember:
- No cargo style pants
  - No open toe shoes
  - Men, please tuck in your shirts

## SCHEDULE OF EVENTS

### MONDAY, APRIL 12

CLOSED TO SPECTATORS

### TUESDAY, APRIL 13

CLOSED TO SPECTATORS

### WEDNESDAY, APRIL 14

RBC Heritage Pro-Am

Starting on the 1st and 10th holes

7:00 am - 7:00 pm\*

### THURSDAY, APRIL 15 & FRIDAY, APRIL 16

FIRST ROUND AND SECOND ROUND

Starting on the 1st and 10th holes

7:20 am - 6:30 pm\*

### SATURDAY, APRIL 17

THIRD ROUND

All players start on 1st hole

Plaid Nation Day

8:30 am - 6:00 pm\*

### SUNDAY, APRIL 18

FINAL ROUND

All players start on 1st hole

Trophy Presentation - 18th Green

8:30 am - 6:00 pm\*

Immediately after play

## PGA TOUR VOLUNTEER OF THE YEAR FINALIST

Martha Stichweh was named a finalist in the Volunteer of the Year category. Martha is the Chairman of the Caddie Operations committee.

"The staff greatly appreciates Martha and her attention to detail, said tournament director, Steve Wilmot. "We always know that Martha and her Caddie Operations team can handle pressure while still creating a welcoming and safe environment for the caddies."

Thank you, Martha, and congratulations!



## LUNCH VOUCHER UPDATE

In your credential packet, you will be given an RBC Heritage Concessions Gift Card. This gift card will give you the flexibility to purchase what you want from any of the concession areas on the course. The gift card will have \$60 pre-loaded to the card, which is an average of \$15 per day for 4 shifts. \*Gift Cards are not valid at Fraser's at the Pavilion, or any SERG Restaurants. You must present your volunteer badge when using the gift card.

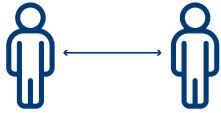


## VOLUNTEER PARKING

Volunteers will be parking at Hilton Head Prep, 8 Fox Grape Rd, Hilton Head Island from Monday to Sunday. In your volunteer packet, you will find day specific passes that correspond with your scheduled shifts. Before entering the volunteer shuttle, you will be health screened at the shuttle pickup in the parking lot. The shuttle will drop volunteers off near the volunteer tent on Plantation Drive.



**WEAR A MASK**



**WATCH YOUR DISTANCE  
(AT LEAST 6 FEET)**



**WASH YOUR HANDS FOR  
20 SECONDS OR MORE**



**GUESTS MUST COMPLETE  
COVID-19 RELATED  
QUESTIONNAIRE UPON ENTRY**



**NO PLAYER-SPECTATOR  
INTERACTIONS (FIST-BUMPS,  
HIGH-FIVES, AUTOGRAPHS)**



**AVOID UNNECESSARY TOUCHPOINTS  
AND LARGE CROWDS**



**STAY HOME IF YOU FEEL ILL  
OR DISPLAY ANY SYMPTOMS  
OF COVID-19**



# VOLUNTEER SAFETY GUIDE

We are so excited to welcome you back as a PGA TOUR Volunteer. Everyone's Health & Safety is our number 1 priority and we thank you for your Steadfast Participation as we all lead by example in following these new protocols, and most importantly, have fun!

## SAFETY TIPS FOR VOLUNTEERS

- Always have a mask on-hand- either one provided by the tournament or a cloth face covering from home, masks are required at all times.
- Always adhere to all social distance guidelines (6 feet apart) while performing volunteer duties.
- Practicing "Safer at Home" behaviors during tournament week.
- There are specific modifications to all volunteer roles to minimize touch points and person-to-person interaction.
- Use hand sanitizer and wipes provided as needed.
- Know the appropriate person to contact in case of safety/security hazards that need to be reported.
- Be proactive and be aware of your surroundings.
- Use some sort of barrier (paper towel, sanitization wipe, etc.) when grabbing a door handle or other touchpoint.
- Be knowledgeable of handwashing stations, hand sanitizer trees and restrooms to help direct guests.

**IT TAKES EVERYONE'S PARTICIPATION** – We all need to lead by example for our guests

**ACT AS SAFETY AMBASSADORS** by politely reminding guests to wear masks and social distance

**NO AUTOGRAPHS/PHOTOGRAPHS** allowed with PGA TOUR players for everyone's safety

[PGATOUR.COM/KNOWBEFOREYOUGO](https://www.pgatour.com/knowbeforeyougo)



# VOLUNTEER SAFETY GUIDE

“ On behalf of the PGA TOUR, I would like to express my gratitude to the more than 100,000 volunteers who have played a pivotal role in our successful Return to Golf. With your dedication, your time and your passion, together, we continue our commitment to enriching the communities in which we play.”

**PGA TOUR COMMISSIONER JAY MONAHAN**



## TOP VOLUNTEER SAFETY GUIDELINES

1. Wear comfortable, close-toed, and slip-resistant shoes
2. Wear sunscreen, hat and other protective clothing
3. Maintain adequate hydration
4. Follow all PGA TOUR Golf Cart, Utility Vehicle, and Vehicle Safety Guidelines
5. Practice proper ergonomics
6. Report unsafe conditions to Tournament Staff & Committee Chair
7. Maintain a clean and orderly environment free of trip hazards
8. Be vigilant to surroundings to prevent being struck by a golf ball or equipment
9. Use proper tools and protective equipment to perform tasks
10. Take breaks and rest when needed
11. Follow all new COVID-19 Health & Safety protocols

**[PGATOUR.COM/KNOWBEFOREYOUGO](https://www.pgatour.com/knowbeforeyougo)**

\* PLEASE CHECK WITH YOUR VOLUNTEER LEADERS TO UNDERSTAND THE SPECIFICS OF YOUR POSITION AND HOW IT MAY BE MODIFIED FROM YEARS PAST.