



THE NEWSLETTER

November 2013

of the **Golf Course Superintendents Association of New England, Inc.**

Sponsors and administrators of the Troll-Dickinson Scholarship Fund – Awarded yearly to deserving Turf Management Students.

Maintaining Your Irrigation System

By Bob Healey, ASIC, CID, Irrigation Management and Services, Natick MA

Your golf course irrigation system similar to any other piece of maintenance equipment, must receive periodic scheduled inspection and maintenance to insure proper operation.

Today's complex irrigation systems are the single most expensive piece of equipment a superintendent has to control the growing cycle of their turf. Yet amazingly little, if any, scheduled inspection and maintenance programs are in place today on many golf courses.

Fairway, rough and greens mowers receive tender loving care: washing after each use, daily oil checks, greasing, checking of cut quality and height, reels lapped, blades re-sharpened and often yearly steam cleaning and re-painting. Yet this same golf course runs their irrigation system, until something breaks and then you hear about what a lousy system they have – it's always breaking.

How long would your fairway or greens mowers run efficiently and effectively if all you did were to add fuel? Would you be happy with the result of the cut or performance that these "non-maintained" mowers provide or their durability? No, of course not! Yet this is how irrigation systems are often treated.

The golf course superintendent needs to apply the same maintenance and inspection standards given to the \$30-50K mower as to, today's 1-million dollar plus irrigation systems. Most golf courses maintenance departments have full-time equipment mechanics on staff. These professionals work strictly on your equipment, doing PM service and repairs, and keep your equipment in top operating condition. How many superintendents who have a mechanic, have an irrigation specialist who focuses only irrigation? Take the total of all your mechanical equipment and in many cases the value does not reach that of your irrigation components. Yet there is a mechanic, but no irrigation specialist?

Let's say your fairway mower breaks and you have no backup. You can go two or three days before repairs, borrow a mower from a neighboring course or supplier, adapt rough mowers in an emergency backup, rent or purchase a new one. You have lost two, maybe three days of cutting, a few unhappy members who complain of the tall grass, but little, if any, permanent damage to the turf on your golf



course.

Let your irrigation system break and "go down" for two or three days. In some weather conditions, one day with no water to some greens will result in severe turf damage, let alone two or three days. When your irrigation system is "down," often repair's must be done that day to prevent turf damage. Too often the value of the irrigation system is not appreciated until it goes "down." Superintendents must plan for these "down" times to limit the time needed to get on-line again. Different reasons can cause a golf course irrigation system to go "down." By identifying these reasons beforehand and being prepared, the superintendent can eliminate or limit "down" time in many cases.

The pumping system is one such area. Pumps and motors can fail or power can be lost during storm conditions. I strongly recommend back-up plan (s).

One: have an emergency backup PTO pump that you connect to one of your tractors and to piping previously installed in your pump house that enables you to bypass the "down"

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President's Message

Many thanks to Mike Fontaine of The Ledges Golf Club and Jeff Urquhart of the Milton-Hoosic Club for hosting our October and November meetings. Both courses were in excellent condition and we appreciate the hospitality extended to us by Mike, Jeff and their respective clubs. The November meeting included an educational session by Dr. John Burand, Professor of Microbiology at the University of Massachusetts, Amherst. Dr. Burand delivered an interesting presentation about the importance of honey bees and native bees as pollinators, the problems they face and what some of the appropriate solutions might be. This topic was timely given recent reports in the media regarding bee populations.

There are several events that we hope are of interest to you over the next few months. Our Annual Meeting will be held on January 7th at Cyprian Keyes Golf Club and hosted by Richard Zepp, CGCS. Our speakers at the Annual Meeting will be Dave Frem, Owner of Cyprian Keyes and President of the NEGCOA and Jesse Menachem, the Executive Director of the Massachusetts Golf Association. I want to congratulate Jesse Menachem on his recent promotion and look forward to working with him in the future. Jesse has a keen understanding and respect for the challenges superintendents face in managing turf for daily play and tournament golf. He has placed great effort in cultivating relationships with area superintendents and has served the MGA well while representing the organization and the game.

The GCSAA Conference and Show will be headed to Orlando in February and the Nor'easter reception will be held on February 5th at BB King's Blues Club. The Nor'easter is always a great way to connect with our peers and others in the industry.

Plans are in the works for the next edition of the New England Green Section Seminar, held the past two years at Blue Hill Country Club. The event will be held in late March at a new location and is a joint effort of the USGA, MGA and GCSANE. I think most would agree the day has been an excellent opportunity for superintendents to not only stay current on relevant topics, but also for club management and leadership to learn more about the industry and what we do. More information on this to follow.

It seems winter has arrived and that most facilities are winding down for the season. If you believe the Farmer's Almanac, winter will be colder than normal with snowfall and precipitation above normal. Hopefully this precipitation will help recharge water supplies after a very dry fall. The Almanac goes on to predict the summer of 2014 to be hotter and wetter than normal, so we have that to look forward to! I hope everyone takes advantage of the opportunity that winter presents to recharge and prepare for next season. Best wishes to you and your family for a safe, restful and happy holiday season.

Mark Gagne
GCSANE President

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pump or motors and at a minimum provide water to your greens and tees.

Two: an emergency generator that operates the system jockey pump and get water to the greens.

Three: modify the existing irrigation systems isolation valves to minimize the area of the course that needs to be shut down in case of a main line pipe break.

Four: compile an irrigation parts inventory to handle the most common failures, so parts needed for the repairs are on hand. These parts include all sizes of pipe and repair couplings, isolation valves, electric valves, quick coupler valves, swing joints, valve-in-head sprinklers, decoders, fittings, concrete for thrust blocks, spare satellite controller, wire, wire tracker, wire connectors, volt meter, and any other necessary parts unique or common to your system. Your irrigation specialist will know what's needed.

Five: set up an irrigation inspection (PM) program, and learn to identify and repair malfunctioning irrigation equipment before it becomes a problem. In season, the irrigation specialist conducts daily monitoring, of the entire system, following some basic guidelines:

- (A) All greens – weekly
- (B) All tees – weekly
- (C) All fairways – over two weeks
- (D) Roughs, bunkers and all other irrigated areas – over two weeks
- (E) Pumping System and field satellites – daily
- (F) Meters, flow sensors, weather station, lightning detectors – daily
- (G) Entire irrigated areas – check daily for signs of leaks

The typical daily inspection should follow these guidelines:

(1) Tour course first thing in the morning (cognizant of the previous night's irrigation schedule) looking for areas that did not receive water or received too much, look for puddles, washouts, or draining heads.

a. These indicators might identify a head that is not turning, missing a nozzle, a stuck valve, weeping diaphragm, clogged drainage, leak in piping, timing issue in controls. Do not assume that a programmed five-minute irrigation cycle actually runs for five-minutes, verify it.

(2) Inspect three to four greens and tees daily.

(3) Inspect two or three fairways per day.

(4) Check pump house, pumping system, meters and sensors daily. Record previous days water use manually and compare to previous identical irrigation cycle, if water use is 3 - 4% higher or lower that is often the first indication something's out-of-kilter.

(5) Superintendent/irrigation specialist should adjust as needed irrigation schedule.

The inspection should take about three to four hours daily, thus leaving time for repairs, PM services that need action.

When checking green, tee or fairway sprinklers, use the following guidelines:

(A) Check coverage (full or part circle), be sure sprinkler is covering the area of its intent, measure radius of throw, be sure head is turning completely. See if any surrounding tree limbs or shrubs are blocking coverage and trim if necessary.

(B) Check disbursement at nozzles, nozzle pattern, and look for signs of clogged or clogging nozzles. Minor problems can usually be taken care of in a few minutes by removing the nozzle, cleaning and flushing the head or riser.

(C) Check pressure at discharge of nozzles, (connect a pressure gauge to a pitot tube) and log for future reference and comparisons. If several heads in line or in a group suddenly become weak or inoperative, this is a sign that detritus material might have entered the line, clogging a valve, or that your piping has sprung a leak. Follow your pipe layout plan; it's easy to locate the area of probable trouble.

(D) Check case of impact style sprinklers to see if clean, remove sand or debris.

(E) Check height of head, be sure discharge is clearing grass, be sure case is not being hit by movers, check level of turf, be sure no scalping is occurring around sprinkler and head is level.

1. Flat surface sprinkler should sit perpendicular to grade.

2. Sloped surfaces, ideal position is 45 degrees perpendicular to slope.

3. Make, in-house, templates to verify proper settings in field.

(F) Once or twice per season verify nozzle size. Brass nozzles, and plastic nozzles eventually erode, wear and enlarge, and thus change flow rate, coverage and precipitation rate. These change very slowly over time and are very hard to discern by eye. Your irrigation specialists' data book should include all nozzle sizes for all sprinklers. Convert manufacturer's nozzle sizing to drill bit sizes and test snugness.

(G) Check for weeping at all valve-in-heads and electric valves (low head drainage). Weeping usually indicates debris that has to be flushed or a diaphragm that is coated with residue or torn. Visually check tubes, or diaphragm and clean, flush out or replace as needed. Solenoid plungers can wear over time and not seat properly.

(H) Low heads draining due to grade (gravity) might require in-line check valves to limit drainage and to prevent erosion.

(I) Check field satellites, looking for any loose or corroding connections. Check for animal damage or insect larvae buildup. Verify ground wires are properly connected at satellite and grounding rods. Verify field resistance of grounding grid every year. Test operation of any moisture sensors or rain shut off devices.

(J) Every winter revise existing conditions drawings/ documents to reflect all field changes during previous season. Do not rely on your memory; document it.

(K) Log all work and keep records as to nozzles size, pressure at head, radius of coverage, and speed of one revolution. Verify rotation speed of all sprinklers against a base line rotation time recorded at start up, or during initial seasonal field inspections. Major changes in the time for one complete turn can indicate a developing problem with sprinkler. These logged records, by comparison, can show the beginning of pressure loss, radius loss and identify many other developing situations before they develop into bigger problems. Good record keeping will often identify problems before a visual inspection does.

When checking valves, use the following guidelines:

(A) Check access to all valve boxes, clean out any soil build up, a gravel base helps.

(B) Check flow controls.

(C) Check all wire connections.

Thoughts From Your Association Manager

Many members of our Association attended the University of Massachusetts at Amherst and received a large part of their education and guidance from Dr. Joseph Troll. At one time UMass graduates were superintendents at more courses throughout the country than graduates from any other school. Over the years this has changed due to the increase in schools offering turf programs. Still, Dr. Troll holds a special place in the hearts and minds of many of us. Those of my generation have first-hand experiences and know the tireless effort Joe put forward to organize and operate the "UMass Conference" as it was called. This morphed into the "Providence Show" we now are very familiar with and look forward to attending in the spring of each year. The building at the UMass Turf Research Plots in South Deerfield is dedicated to Dr. Troll in recognition of his spirited efforts to establish a facility for the purpose of ultimately producing better turfgrass for golf courses and other green spaces.

After a few years of retirement, Joe and his wife Lonnie moved to Florida where they are living at The Villages. They have had a wonderful life together and are looking forward to celebrating their 70th wedding anniversary! What a partnership. Recently Joe has been a bit "under the weather" but is looking forward to the 70th celebration. Get well and anniversary cards are a wonderful way to remember someone and Joe and Lonnie will appreciate any that may be sent to them. Their address is: 16720 SE 78th Lillywood Court, The Villages, FL 32162-8348. Congratulations and Get Well!

For those who would like to read something related to our business, but with a light touch, Mark Leslie has just written a book that is easy to read, available for the Kindle, and will cost you only five dollars. The following review provides a look at what it's all about.

Publication Date: **November 11, 2013**

Since Mark Leslie's *Putting a Little Spin on It: The Design's the Thing!* was published last summer, golfers and other readers in the golf industry have awaited its companion volume, *Putting a Little Spin on It: The Grooming's the Thing!* The wait is over.

While the first volume was packed with Leslie's best quotes from the players/course architects like Arnold Palmer, Jack Nicklaus and Ben Crenshaw to a multitude of golf course architects like Pete Dye, Tom Fazio, Tom Doak and Robert Trent Jones Sr. and Jr., this new edition is overflowing with the best from "the other side" of golf, those men and women involved in maintenance.

Famous within the world of golf course grooming, they include superintendents Ted Horton, Tim Hiers, Bruce Williams, Mel Lucas, Terry Buchen, Jerry Faubel, Palmer Maples Jr. and Bob Mitchell; USGA Green Section's Jim Snow, Stan Zontak, Patrick O'Brien and others; Drs. Joe Vargas, James Beard and Frank Rossi from the realm of university research; and leaders in the world of golf course equipment, supplies and management.

A sampling:

- "Two of our Highland front nine are somewhere in Connecticut." — superintendent Ken Lallier, recovering from Hurricane Irene whose path struck Quechee Club, which sits along the Ottaquechee River in Vermont
- "Every single year at Muirfield [Village] our greens go up to 13 [Stimpmeter reading] for the tournament. One year it was at 17 and I said to [Nicklaus agronomist] Ed Etchells: 'Ed, this is insane.' I shot a 79 that day and wasn't real happy." — Jack Nicklaus, who with Desmond Muirhead designed Muirfield Village
- "A superintendent has to realize he's working with nature. He has to grow it; he can't go out, put up two-by-fours and sheetrock and paint it." — Palmer Maples Jr., a long-time superintendent and former president and acting director of the GCSAA, and member of the Georgia Golf Hall of Fame
- "I've got three greens and 15 browns." — Charles Passios, then-superintendent at Hyannisport Club on Cape Cod, following Hurricane Bob
- "When it snows on July 4th weekend we're never sure if we should count that toward last year's snow or next year's." — superintendent Steve Corneillier at Keystone Ranch Golf Course in Keystone, Colo., where the term "spring start-up" takes on a whole new meaning, like snowblowing the greens clear so they can be mowed
- "I've coined a new term: 'Hydromagnetism.' The definition? 'The sprinkler closest to the control box is most likely aimed at you.'" — Jim Moore, USGA Green Section agronomist
- "We're getting so high-tech in soil now that dirt's no longer dirt." — the late Ed Seay, for many years the president of Palmer Golf Design Co.
- Dealing with ryegrasses in the mid-Atlantic, "you're [thought of as] the resident genius one year and the village idiot the next." — Stan Zontak, director of the USGA Green Section Mid-Atlantic Region
- "As long as we're involved we can get laws that make sense. As long as we have politicians, and people who label themselves as environmentalists writing laws, they are always going to be superfluous and extreme and capricious and counter-productive." — Tim Hiers, superintendent at Collier's Reserve in Naples, Fla., winner of the Golf Course Superintendents Association of America's President's Award and Excellence in Government Relations Award among other honors. ❖

By Don Hearn

Kevin Doyle - GCSAA Updates



Of the many seasons in the golf course maintenance industry, one important and valuable season has begun; education season. The recently completed New York State Turfgrass Association (NYSTA) Conference and Show in Rochester, NY kicked off my season. There are several still coming: Green Industry Show (Atlantic City, NJ), Ontario Golf Course Maintenance C&S, the Golf Industry Show, NERTF, and many chapter education days on the calendar. This is not meant to show how busy I am, more to explain how **you** are the most important key to these valuable resources.

The agendas for each of these events are set by your colleagues and industry peers to deliver value to you, the turfgrass manager. They work hard to develop potential topics, engage industry experts to present these topics, and communicate with you to inform you of these valuable educational opportunities. Often, the only feedback those who administer these events get is based on numbers. If attendance is good, the agenda and information must be delivering value to attendees. If attendance is poor, the agenda must have missed the mark. Is that a fair assessment of an event? If you did attend can those administrators assume you got value from the event? If you did not go, is it because the education offered was the reason? Numbers develop more questions than they answer.

I was asked to join the NYSTA education committee and aid in developing the agenda for the 2013 Conference and Show. It became clear how difficult it is to provide a valuable

agenda based on numbers. It is even more difficult to assemble topics without feedback. That is where you come in. Input is critical in delivering value to you and your peers. Often those who develop these programs are begging you for input and feedback. You have the ability to reach out to those in charge of developing these education agendas.

Many agendas are already set for 2013-2014 events. If you are in attendance, reach out and give your feedback to the administrators after the event. If you don't attend because of the agenda, reach out and alert them of that as well. Your chapter has an education director. The chapter has two members of the NERTF board. These people are working hard to develop educational programs that will deliver value to you and your industry peers. Please help them deliver what you want by volunteering your input and responding with your beneficial feedback. With this information, they will be able to develop programs you will be able to enjoy year after year.

GCSAA Resources and Deadlines:

GCSAA's easy-to-use self-assessment tool allows you to rate yourself against the key knowledge, skills and abilities (competencies) needed to be successful in today's marketplace. Upon completion of the self-assessment, you'll receive .5 education points. Information linked [here](#).

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Irrigation - continued from page 3

(D) Check to insure electric valves open and close automatically and manually. If a single valve does not open, check solenoid, voltage, wires or tubes. Check your existing conditions plan for wire route from satellite or decoder and track to locate break or weak link. Look at areas of recent construction or work. Testing continuity can help isolate the type of problem. If several zones are down, check satellite for both input and output power. If good, check area to first affected zone for damage to power of common wires. Target areas of recent work.

(E) Check all gate and ball valves to ensure they open and close, and all reach tubes are clear of debris and accessible. Leaking around the top of a manual valve indicates that the packing nut needs tightening or replacement. Leaking through the valve means that a stone or debris sits between the disc and seat or a damaged disc. Applying more pressure does no good; open and close valve several times to try to flush the blockage. Then if still leaking open, inspect seat or disc and repair or replace as needed. *Remember if you just flushed the blockage, the debris has gone somewhere else in the system, if you're lucky enough to be on a dead end line, now is the time to flush the end of the line.*

(F) Check pressure on all pressure regulating valves and sprinklers against log data, to insure proper setting. Verify that your 70-psig setting is actually discharging at 70 psig (use pressure gauge and Pitot Tube.) A difference of five to ten pounds can seriously affect intended precipitation rate.

(G) Color code valve box covers and size. Tan = wire junction, Green = electric valves, Black = drains, ETC.

When checking piping, use the following guidelines:

(A) Traverse pipe route looking for puddles, flowing water, wet spots, places where mowers suddenly scalped turf, neighborhood kids surfing down the fairway and new lakes or ponds that formed over night.

(B) If problem area not readily apparent, activate zones and listen for water hammers or unusual pipe noises. You should have As-constructed documents, an Operations and Maintenance Manual and GPS mapping of your irrigation system on hand at all times.

Like any other piece of equipment, a golf course irrigation system needs a scheduled PM program for optimum operation. Proper use of you system and proper procedures in daily maintenance inspections help keep the system running at peak efficiency. The time spent in a complete irrigation inspection maintenance and preventive maintenance program will help insure limited "down" time. Plan now to start off this irrigation season with a detailed irrigation maintenance program in place. Sit down with your irrigation specialist, if you have one, then develop and/or fine-tune your program.

Train all staff members to look for wet spots, dry spots, and weeping and broken sprinklers. Often the staff members who are cutting turf see these problems before anyone else Train them to report it now, not at break time, lunch or tomorrow, it's a team effort.

Require written reports and weekly documentation of all repairs your irrigation specialist performs each week. Above all communicate with your irrigation specialist, be sure you're

both on the same page regarding expectations of daily inspections and review those weekly written status/repair reports with the irrigation specialist. Communication is key, to understanding what is happening to your irrigation system and how it's being maintained.

Set up the method (s) to collect data, what data to collect, how to record, how and where to file the data, and a typical weekly inspection round. Be sure you have on hand for the irrigation specialist all the necessary and unique electronic testing and diagnostic tools they need.

Many irrigation systems no longer resemble their original design; heads have been moved, sprinklers added, zones added, satellites added often without consideration to the original design hydraulic calculations. Document everything be sue your irrigation schedule flow rates do not exceed design intent of original pipe size.

Your irrigation system is likely your most expensive and complex tool for your golf course treat it so. Consider the many steps required for proper irrigation system maintenance. Do you leave it for an assistant to fix when something breaks or do you become proactive with an irrigation specialist and treat your irrigation system with respect and care?

You will be the beneficiary over years, and other superintendents will wish they had a system like yours that never goes "down". Just lucky, I guess! ❖

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- Identify seminars and resources for each competency.
- Chart your own course for continuing development.

VERY IMPORTANT DEADLINE!!!!!!!!!!

Modification of the Hazard Communication Standard (HCS) to conform with the United Nations' (UN) Globally Harmonized System of Classification and Labeling of Chemicals (GHS)

| Effective Completion Date | Requirement(s) | Who |
|--|--|--|
| December 1, 2013 | Train employees on the new label elements and safety data sheet (SDS) format. | Employers |
| June 1, 2015* December 1, 2015 | Compliance with all modified provisions of this final rule, except: The Distributor shall not ship containers labeled by the chemical manufacturer or importer unless it is a GHS label | Chemical manufacturers, importers, distributors and employers |
| June 1, 2016 | Update alternative workplace labeling and hazard communication program as necessary, and provide additional employee training for newly identified physical or health hazards. | Employers |
| Transition Period to the effective completion dates noted above | May comply with either 29 CFR 1910.1200 (the final standard), or the current standard, or both | Chemical manufacturers, importers, distributors, and employers |

Hazard Communication, the Globally Harmonized System & Your Golf Course:

OSHA's MSDS safety system as we know it now is GOING AWAY! Any facility that has hazardous chemicals on the property is required to train all staff on the new system by December 1, 2013. GCSAA members have access to a FREE 90-minute webcast designed to answer many of the questions OSHA has received in this first year of Hazard Communication 2012 implementation. The webinar is also available to non-members for a fee. This valuable webcast is linked here for ease of access, and the web page also includes forms designed to document your employees as they are trained. Time is running out to become compliant!

Golf Industry Show:

Registration for the 2014 Golf Industry Show and related events is now open to the general public as well as GCSAA members. Make plans today to attend the event, Feb. 1-6, in Orlando. Don't forget, several golf events sold out last year. Register early to avoid the waiting list! GIS registration information is linked [here](#).

Regional Pages:

The latest addition to the GCSAA communications vehicles are the GCSAA Regional Pages. The regional pages feature several dynamic elements including a field staff blog, member transitions, job board postings, regional forums and resources relevant to members right here in the Northeast Region! Give it a look [here!](#)

Apply for 2014 Plant Health Academy

Bayer's Plant Health Academy is designed to provide superintendents a chance to learn more about industry research and practices to benefit their facilities, careers and the industry. Applications for the 2014 academy are being accepted through Dec. 18. More information [here](#).

2014 Ski Day

The Nor'Easter Ski Day will again take place at Killington Resort. This event last year garnered rave reviews, and the committee is working hard to replicate that success again. Put the Nor'Easter Ski Day on your calendar now for January 16th (NEW DATE!!!!!!) and join over 100 golf industry peers from across the region on the mountain in Vermont.

Upcoming FREE webcasts:

Dec. 4: Set Goals & Manage Time to Achieve Success **Dec. 12: Use Microsoft OneNote to Stay Organized** ❖

Again, if I can be of any assistance, please feel free to contact me.

Kevin Doyle

GCSAA Field Staff, kdoyle@gcsaa.org Follow me on Twitter @GCSAA_NE

GCSANE Looking for DSA Nominations

The Golf Course Superintendents Association of New England annually selects an individual or individuals who have made an outstanding contribution to the advancement of the golf course superintendent profession.

To propose a candidate for this program, please submit a letter of recommendation to the Membership Committee Chair. The letter should summarize the candidate's contributions and leadership to the superintendent community both locally and nationally. You will also be receiving an on-line form pertaining to this, simply follow the directions and submit it once completed. The nominee must not have been a recipient of this award in the preceding ten years. The Membership Committee welcomes recommendations for nomination.

The GCSANE membership committee will recommend a recipient to the Board of Directors to be awarded at the Annual meeting in January.

Submit/email nominations to:

Jeff Urquhart, Membership Chair, GCSANE
Milton Hoosic Club
70 Green Lodge Street
Canton, MA 02021
email: jmartin101@gmail.com

Past Award Winners

1997 – Anthony Caranci
1998 – Richard D. Haskell
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2000 – Dr. Joseph Troll
2001 – Geoffrey Cornish
2002 – Richard C. Blake, CGCS and Phillip I. Cassidy
2003 – Leon St. Pierre
2004 – Donald E. Hearn, CGCS
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2010 – Brian Cowan, CGCS
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Proper Etiquette at a Wake

Recently I was playing golf with a long time friend when we started talking about this column. I told him I was always looking for subjects and he said one of the uncomfortable parts of life is attending wakes and what to say to those grieving. So, the idea for this subject was created.

There are very few people who can honestly say they enjoy going to wakes. Being put into a position where you cannot really do anything about anything can be a very frustrating and emotionally draining affair. You know you can't bring the departed back to life and you can only marginally assist the grieving relatives so what can you concentrate on to distract yourself and manage to get through this unpleasant time? Considering what to do and what not to do at a wake can help you to know that you are at least acting appropriately during this difficult time.

1. Should you go to this wake?

The obvious first step you can take to displaying appropriate wake behavior is to determine in advance whether or not to attend a particular wake. There are some wakes that are rather no brainers. Relatives, family friends, work colleagues all generally land on the list of wakes you probably should attend. But there are many wakes that really seem to fall into no man's land like old neighbors who once were close but who you have lost contact with, relatives of people with whom you once were close, recently made acquaintances and the list goes on.

The point is outside of the "the must attends" there are many wake situations where your attendance is a rather arbitrary event. To do the right thing perhaps the best thing to do is consider if your presence at the wake has the potential of really providing some degree of comfort for someone among the bereaved or not. If you know that you will simply be just another face in a sea of faces then it is often acceptable to simply send a sympathy card and skip the formal appearance. Just remember your decision should be based on what you can offer by way of support and how it might be received.

2. Dress Respectfully

Having decided to attend, your next minor consideration should be what to wear. A wake is not a place to make a fashion statement. So your selection of attire really only

needs to produce an outfit that will not be inappropriate. You should find something to wear that is not meant to call attention to you, so certainly nothing loud or flashy need come out of the closet. Nor should you wear something that next week you will wear to a nightclub or after hours joint. Modesty may be a word we seldom use but it should characterize what you appear in at a wake. Similarly dressing for a wake should not be like dressing to go out gardening or playing tennis. You don't have to put on formal garb but you should also not look like you have just stopped in between innings of a ball game.

3. Acknowledging the bereaved

The point of going to a wake is to offer to survivors of the deceased your heartfelt and sincere condolences on the occasion of their loss. And so when your opportunity comes to speak to members of the family those thoughts should dominate your conversation. Remember that for the most part the bereaved are in a rather numb state. They will likely try to be cordial but the blank stares that may greet you have little to do with what you say or even how you say it and lots more to do with the bereaved's state of mind.

Still you can be of help to the bereaved when you speak to them by keeping two thoughts in mind. First, do what parents tell their children, use your inside voice. For the shattered minds of those who have lost someone, the grating sound of a loud human voice can be one annoyance that can be done without. So approach, respecting the situation and the person. Second, your conversation really should be limited to an expression of compassion and should not extend to an interrogation regarding the death of the deceased. If the bereaved wants to pursue that discussion that of course is another story. Then your job is to lend, once again a compassionate ear.

4. Consider the People Waiting

When attending a wake good etiquette indicates that when you are talking to members of the family of the deceased you should bear in mind the number of others who may be waiting for an opportunity to do the same. No matter how close you may be to the family you must show respect

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for the situation and after a few words move on and give your place to others. You will always have the opportunity in the future to stop by, pick up the phone or send a letter to complete your words of consolation or offer your assistance.

5. Visit others present

After you have had the chance to speak with the bereaved, then it is appropriate to mingle quietly with others in attendance. It is possible that there will be many there who you will know and it is not inappropriate to use the occasion to share a few moments with other family members, neighbors or friends as long as conversations are appropriate for the situation. If you feel that you want to pass some extended remarks with someone, the best etiquette is to invite the person into a separate room or outside for a less formal and more normal atmosphere for conversation.

6. Sign

Most funeral parlors present visitors with the opportunity to sign a guest book. The point of the book is to allow the bereaved to sit down later at their convenience and review in their mind the consoling thoughts expressed by those who attended the wake. Often the wake is such a blur that people forget or become confused about who was present. Signing in also allows the bereaved, if they wish, to acknowledge the kindness of those who took the time to attend. Many books are set up to furnish both the name and address to make the acknowledgment process easier. Don't misunderstand, signing the book is not asking for a thank you, it is a real assist to those who have been through the arduous hours of a wake. You are doing them a favor and it is good etiquette to complete the funeral book

7. Spiritual Bouquet, Cards

In some faiths it is an acceptable gesture to bring a spiritual bouquet or other religious card for the family to the wake. The funeral director will make a receptacle available for such missives. Some people get very up tight about such things. They panic if they don't have that magic card in their hands. The fact that you have come in person to express your sympathy is what is of primary value at a wake. Any other connection can be made via the mail. You can always send out a spiritual bouquet or sympathy card after the fact. Don't let the fact that you don't have the time to pick up a spiritual bouquet keep you from lending your personal support to someone who may really just want to see your face.

8. Be You

Going to a wake is an extension of you into emotional waters. The people you are visiting with have clear knowledge of who you are. A wake is not the time to establish a different personality. If you decide to go to the wake, make sure it is you that shows up. It can certainly be your cleaned up, courteous, caring image but still you nonetheless.

9. Keep Your Emotions in Check

One reason it is important to think through a wake before attending is because it is a very emotional setting. If you need to, have a good cry before you go. Whatever you do, don't save your emotions for the wake. If you become emo-

tional try to remove yourself from the area where the bereaved are so as to not further upset them. Remind yourself that you are there to help and to be supportive not to drag anyone else down. Also remind yourself that there will be time in an hour or so for you to be as emotional as you want. On the other hand sometimes you just can't help yourself, if tears come make as little notice of them as you can and carry on with just being yourself.

10. Remember what is happening

One of the most important bits of etiquette you can pack and take with you to a wake is the realization of what is really happening. Unless you are the deceased or the immediate family, the wake is not about you. Your behavior to be appropriate needs to demonstrate clearly that you are a supporting actor in this drama. Your appropriate dress, quiet manner, and gentle compassion can go a long way to making your appearance at any wake helpful to those who need you.

11. Things not to say

"You look terrible." Gee I really thought I looked great after 5 days of non-stop crying but perhaps you have a point.

"How are you fixed for money?" Unless you are the funeral director worried about being paid this really is none of your business. Did you think I sat and figured out finances at a time like this?

"He looks wonderful." No he doesn't. You know and I know he looks like he's been through hell and he has.

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Ten Ways to Reduce Environmental Risk & Liability at the Golf Course and Clubhouse

By Kevin A. Fletcher, Ph.D., President & CEO, e-par USA, Inc.

Golf and country clubs across the country are facing the "new normal" of reduced budgets, strained resources, and the need to operate leaner and smarter. It's no wonder that the concept of *sustainability* has held fast. After all, sustainability, in part, is about doing more with less. Yet, there are a few key elements of operating more sustainably that, if not addressed, can crumble the very foundation of any club's sustainability efforts, including: addressing regulatory responsibilities, managing environmental risks, containing potential environmental liabilities, and minimizing the odds of an environmental incident or accident.

An Environmental Management System (EMS) can help club staff better manage these areas of concern--leading to an overall better-managed operation. An EMS relies on a comprehensive 'plan, do, check, act' approach. As an added bonus, federal and state environmental agencies generally support EMS adoption by organizations. However, if you don't have an EMS in place yet, at the very least consider

the following questions to get you moving in the right direction:

1. Do We Really Know What's Going On?

The very first step to reducing overall environmental risk and liability is to conduct a basic self-assessment of the facility and your operations. Do you know how your chemicals are being stored and used on the course and in the clubhouse? Are your clubhouse and pro shop operations asking the right questions to gain a handle on potential hazards?

2. Do We have Full Management Buy-In?

The best environmental management approaches are completed on the ground, but supported from the top. Are your club Board, President, or key leadership aware of the environmental stewardship responsibilities of the golf course operations? Are environmentally-related risk issues discussed at a senior management team meetings? Has leadership

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"I bet you don't remember me." Okay you're right, now what do you expect me to do? Or another variation is when a vaguely familiar person brings along a friend and says, "I bet you don't know who this is." or "Guess who I brought with me." Oh thank goodness a guessing game to take my mind off things.

"How are you doing?" Terrible thank you. How do you think I'm doing?

"Are you taking anything?" "Are you eating?" Why are you a drug pusher or a physician?

"Don't worry you'll find someone else." Are you kidding me? Do you think this is like the puppy that runs away and we make it better by replacing it with another one?

"I know just what you're going through." You may think you do but in truth no one's grief is just like another person's. 40 years together built many memories that are different than yours.

"What can I do?" How the heck would I know I'm barely able to stand here and not fall apart and you'd like some direction from me!

"You know I've been through a divorce which is really like a death so give me a call if you want to talk about your feelings." Yes and right after that you and I can compare how my burning a steak on the barbecue is a lot like that house fire you had.

"What are you going to do with...the house, his car, his season tickets...."? Silly me I hadn't really gotten my life plan going yet.

And last but certainly not the least shocking.

"Do you think you'll ever remarry?" I can't believe he's gone and you want to know if I'll remarry.

12. Things you can say or do to help a family through this time

Introduce yourself. Even on their best day the bereaved may not be good with names but at a time like this they may not be able to come up with the name of their own child. If you are not very familiar with the bereaved let them know how you are associated with the deceased as well as giving your name.

"I'm sorry."

"I admired him," and all similar statements to tell the person how much he was admired in life and will be missed. In reality a short note after the funeral would be even better as I will be able to absorb what you are saying and take comfort from it when needed.

Finally, keep your words short and remember that the person receiving them is in a very fragile state at that time. There is a long line of people who are waiting to come through and offer their condolences. He or she has probably been on their feet for an entire day and has not been able to eat or sleep well. If you're not good with words at times like this don't use them. A simple hug goes a long way in conveying your sorrow and serving as some comfort at a difficult time. ❖

By Don Hearn

signed off on various environmental policies and plans at the highest level?

3. Have We Established a Facility-Wide Environmental Policy?

Writing and making public the organization's commitment to protecting the environment is an important early step to take. It is a pledge to protect the natural elements of the game, acknowledgement of the importance of pollution prevention, and your commitment to continuous improvement.

4. Have We Ever Conducted a Risk Assessment?

Have you conducted a risk assessment to identify where your improvement areas and weak spots are in your operations? This includes a hard look at all of your relevant activities, an assessment of how frequent those activities take place, and the potential environment impacts of those activities.

5. Do We Have a Sense of Our Risk Profile?

Once the risk assessment is completed you'll have a better sense of where potentially severe or catastrophic risks are in your golf facility operations—your risk profile. Knowledge is power. Knowing your risk profile will allow you to prioritize corrective actions and be better prepared for when the worst might happen. Have you're a prioritized set of improvements in mind?

6. Have We Developed Written Environmental Action Plans?

Have you taken the time to develop and write down Environmental Action Plans with input from relevant staff? These plans can both address what your need to do, as identified in the risk assessment, as well as the environmental improvement and enhancements you want to make at the facility (i.e., nest box projects or energy efficiency upgrades for clubhouse lighting).

7. Do We Have A Person Assigned to Each Action?

Who's going to get that done? For each action item or improvement project, be sure to assign an individual as "responsible party" for completion of the task. A great idea without someone responsible to complete it will likely remain, simply a great idea. Also remember to include project completion deadlines.

8. Do We Understand the Value of Written Standard Operating Procedures?

Along with written Action Plans, it pays to have sets of written Standard Operating Procedures (SOP) for each risk area identified. Let's assume that "Delivery of Chemicals" is an activity identified as potentially risky (i.e., due to a spill event). A simple SOP outlining to process to allow vendors to deliver, unload, and store chemicals is a terrific way to document that your club facility has its act together. With training it can help avoid an incident, and if something should go wrong, you have documentation to show due diligence.

9. Do We Provide Initial and Ongoing Environmental Training?

You want to have your policy in place, clear procedures, and practices identified to be address. That's good. Yet, it's the people that make things go right—or wrong. Do you have an environmental training schedule in place? Are golf course staff getting the education and on-site, on-the-ground training necessary to be ready for spill events, emergencies, and environmental incidents?

10. Finally... Do We Foster a Staff "Culture" of Ongoing Environmental Stewardship?

Do you support a culture of sustainability and environmental stewardship? Is good environmental management simply "the way we do things around here"? In the end, an environmental policy, environmental risk and opportunity assessments, resulting action plans, operating procedures, training, personal accountability, and top management team commitment is only useful if reviewed on a periodic basis. A bi-annual review of your processes and annual review and revision of your environmental management system, risk assessment, and associated action plans is ideal for keeping environmental protection, risk management, and sustainable club operations a top-line item throughout the organization. While the best option may be developing a comprehensive EMS, at the very least, assess where you are now against these ten elements and sleep a little easier at night by filling in the holes. ❖

Bio:

Kevin A. Fletcher, Ph.D., is President & CEO of e-par USA, Inc., an environmental business strategy advisory firm helping golf facilities & clubs, sports facilities, and park and recreation facilities. He most-recently served as Executive Director for Audubon International, having worked for the organization for nearly ten years. In 2010, he was included among Golf Magazine's "Top 40 Most Influential People Under 40" for his work on sustainability in golf.

Seminars and Presentation 2013-2014
Kevin A. Fletcher, Ph.D., President & CEO,
e-par USA, Inc.
Kevin@eparusa.com, www.eparusa.com

Seminar Topics:

1. The Sustainable Golf Facility: Ten Ways to Reduce Environmental Risk, Prevent Pollution Events, & Minimize Liability
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Additionally, superintendents participating in this program must be GCSAA members in good standing from one of the following chapters: Connecticut, New England, Cape Cod, Rhode Island, New Hampshire, Vermont or Maine. To learn more on required purchases and to receive program enrollment forms, visit your local authorized Arysta LifeScience distributor.

For additional information, contact your local Northeast GCSAA Chapter or Arysta LifeScience Northeast Territory Sales Manager Eric Gerhartz, phone 570/269-6061 or email eric.gerhartz@arysta.com.

DIVOT DRIFT... announcements ... educational seminars ... job opportunities ...tournament results...and miscellaneous items of interest to the membership.

ANNOUNCEMENTS

As in the past, *The Newsletter* continues to invite Affiliate members to submit a press release about new personnel, new products or a company bio. We will print each and every release **free of charge**. This is a great way to advertise for free. Who said nothing in this world is free? Free advertising to better your company, wow what an offer.

GCSANE Annual Meeting

Save the date...

**GCSANE Annual Meeting
January 7, 2014
Cyprian Keyes Golf Club**

Host: Richard Zepp, CGCS

NOR' EASTER SKI DAY

With the nip in the air and ski season right around the corner, The Vermont and Northeastern Superintendent Associations have sent out a save the date notice for the Second Annual Nor'easter Ski Day for 2014! In fact, Killington is open for all you die-hards out there!

Last year's event was a huge success with over 100 skiers attending and great snow...in fact, so much snow the race could not be held. This year's calendar shows a lot of major events in February, including February vacation, so it's been decided to move this year's Ski Day to January and continue to hold the event at Killington Ski Resort since they are so great to work with! This year's date will be Friday, January 17, which is the beginning of the long MLK weekend.

Details are still being finalized, but Killington is being gracious enough to hold discounted rates over the weekend for all those who would like to plan a family or "guys" weekend! As soon as things are finalized, within the next couple weeks, all the details and the website for registering will be sent out.

Any questions, please contact:

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www.nesoils.com

New England Turf

P.O. Box 777, West Kingston, RI 02892
Phone: 800-451-2900 or Ernie Ketchum 508-364-4428;
Mike Brown (508) 272-1827
Website: www.newenglandturf.com

NMP Golf Construction Corp.

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Robert McNeil (401) 667-4994

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Dave Wallace
(401) 641-0306

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Turf Products Corp.

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Phone: 413-533-0726 Fax: 413-533-0792
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Phone: 401-934-7660 / Fax: 401-934-9901

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