

PGA HOPE

(Helping Our Patriots Everywhere)



Standard Operating Procedures for **Lead PGA Professionals**

The purpose of this handbook is to achieve uniform results in delivering a consistent and quality PGA HOPE golf program for Veterans across the country.

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INTRODUCTION

ABOUT PGA REACH & PGA HOPE

PGA REACH is the 501(c)(3) charitable foundation of the PGA of America. The mission of PGA REACH is to positively impact the lives of youth, military, and diverse populations by enabling access to PGA Professionals, PGA Sections and the game of golf.

PGA HOPE is a free therapeutic adaptive golf program that is geared towards Veterans with disabilities however is offered to all servicemen, servicewomen, and Veterans. PGA HOPE programs are designed to introduce golf as a way to enhance mental, social, physical, and emotional well-being, and to assist with rehabilitation and assimilation.

PGA REACH, PGA Sections and their PGA Professionals partner with local Veterans Administration (VA) Hospitals and military installations to initiate this program. This program is open to all military Veterans, from previous and current combat theaters, with an emphasis on serving those with physical and emotional disabilities.

Mission and Goals

Our mission is to use golf as a rehabilitative tool to help Veterans overcome life's adversities and improve their physical, mental, emotional and social well-being.

Our goals are to:

- Create a safe environment for Veterans and their families and establish relationships of trust with PGA Professionals
- Have fun and encourage a culture of comradery
- Teach Veterans the basics of golf including etiquette and course management
- Empower Veterans to feel confident playing golf on their own after the program

Veterans We Serve

This program is open to all Veterans with an emphasis on serving Veterans with physical and emotional disabilities. This program is completely free to the Veterans. Veterans range from World War II era to the most current combat theaters. The Veterans who attend the program will have different physical and mental disabilities; some you will visibly notice and other issues will be invisible to the eye. Injuries could have occurred years ago or recently. You will encounter Veterans with varying disorders including limb loss, spinal cord injuries, PTSD (Post Traumatic Stress Disorder), TBI (Traumatic Brain Injury), blindness, substance abuse, those engaging in social rehabilitation and more.

VA Hospitals

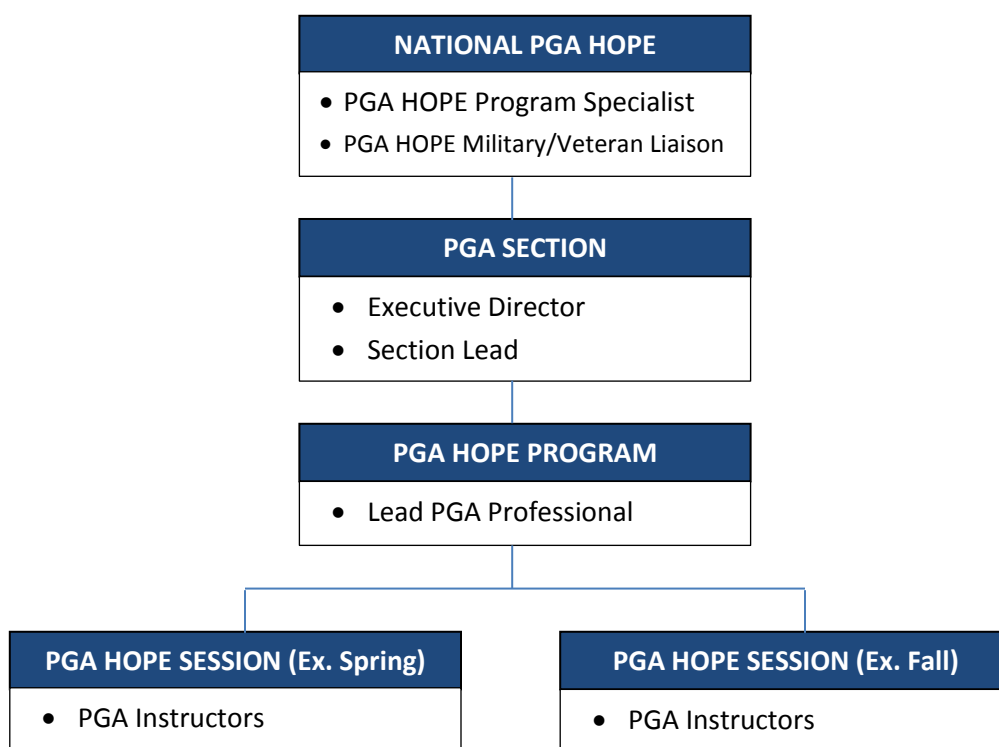
The PGA of America has worked tirelessly to establish a close working relationship with the Veterans Administration and is very proud to have a Memorandum of Understanding with the VA to offer adaptive programming to our Veterans. We encourage VA Staff that work with the Veterans to participate in the program. VA Staff involvement is an integral part of the success of PGA HOPE.

PGA Sections must abide by the following stipulations for PGA REACH to maintain the MOU with the VA:

1. All PGA Members that participate in HOPE will have gone through a specific adaptive golf training course
2. PGA HOPE programs will not apply for federal grant dollars through the VA Adaptive Sports Grant process

PGA HOPE ORGANIZATIONAL CHART

PGA HOPE programs are organized and hosted at the Section level by Lead Professionals, with administrative support provided by PGA REACH and their local PGA Section. The below figure depicts PGA HOPE's organizational structure and supporting roles and the below table lists PGA HOPE's roles and responsibilities.



Roles and Responsibilities

Role	Responsible For:
Section Executive Director	<ul style="list-style-type: none"> Signing the Section Funding Agreement*
Section Lead	<ul style="list-style-type: none"> Serving as point of contact to PGA HOPE Coordinator, PGA HOPE Military/Veteran Liaison, and Lead Professionals*
Lead Professional	<ul style="list-style-type: none"> Serving as point of contact to Section Lead and PGA HOPE Instructors Organizing and hosting PGA HOPE program(s)

*NOTE: The same individual may serve as the Section Lead and Section Executive Director.

ONLINE RESOURCES

PGA HOPE Hub - www.pgareach.org/sections

The PGA HOPE Hub is an online information portal where PGA Sections and PGA Professionals can access all things PGA HOPE. This is where all printable/interactive materials and forms are housed. Once a program is approved, Section Leads will be given access to the PGA HOPE Hub.

- How to start a PGA HOPE Program
- PGA Section SOP
- PGA Lead Professional SOP
- PGA Section Information Deck
- Veteran Welcome Packet
- Forms
- Flyers
- Honorarium Report
- Lesson Plans
- Logo Guidelines
- Timelines
- Budget Examples
- Memorandum of Understanding (MOU)
- Templates

Social Media Information

Suggested hashtags for promoting your program:

#PGAREACH

#PGAHOPE

PGA REACH

Twitter: @PGAREACH

Instagram: @PGAREACH

Facebook: www.facebook.com/PGAREACH/

Website: www.pgareach.org

PGA HOPE

Instagram: @PGAHOPE

Facebook: www.facebook.com/PGAHOPE/

Website: www.pgahope.org

Media Share Center

Please send pictures and videos during/after your program to the Media Share Center at hopedmedia@pgahq.com to enable PGA REACH to share the story of PGA HOPE across the country.

Please note: some Veterans may not feel comfortable having pictures or videos taken. Have all Veterans fill out the participant waiver during the first week of the program.

Public Relations

Please contact your Section Lead to assist with creation and distribution of all outgoing press releases and alerts about your PGA HOPE Programs which will be handled by PGA REACH.

NUTS AND BOLTS

PGA HOPE INSTRUCTORS

Time Commitment

All PGA Professionals and Associates are encouraged to attend at least one class of PGA HOPE. There are no requirements/commitments to teach all classes during a 6-8 week program. PGA Professionals are offered an honorarium of \$50.00 per hour; Associates \$35.00 an hour. Lead Professionals receive an additional \$500 honorarium for their time commitment. PGA Professionals can opt to donate their honorarium back to their PGA HOPE program.

Training

Only PGA Professionals and Associates can teach Veterans in the PGA HOPE program, and those who plan on being instructors for PGA HOPE must attend a PGA HOPE adaptive golf training seminar. All training seminars are conducted by a member of the PGA HOPE National Training Team. The training seminar prepares PGA Professionals and Associates to feel more confident teaching individuals with varying physical and mental disabilities. PGA Professionals do not receive compensation for this training day but do receive 6 MSR credits. The Section Lead must maintain a database of their trained Professionals.

All requests for training must be submitted during the Open Enlistment Period. Once submitted and approved, a member of the PGA HOPE National Training Team will coordinate with the Section Lead to confirm and schedule details of a training session.

****PGA REACH reimburses for expenses for room rental (if applicable) and lunch for the training session****

TRACKING & REPORTING

Honorariums/MSRs

Each week, the Lead Professional is responsible for keeping track of instructor attendance. Please collect instructor's names and Member ID numbers. At the conclusion of the 6-8 week PGA HOPE program, the Lead Professional will submit an honorarium report, which will ask for names and Member ID numbers of all instructors as well as the number of hours attended, to their Section Lead. This will serve as submission for honorariums and applicable MSR credits as well as an option if the instructors would like to donate their hours back to the Section. This must be completed and submitted to your Section Lead within 10 business days of completion of the program. ***Can be found on the HOPE Hub under 'Forms/Reports'.***

PGA Professionals earn 6 MSR credits for attending the PGA HOPE Adaptive Training Seminar. PGA HOPE instruction is approved for 6 PGA required credits under the activity code of (28). PGA Professionals may receive 1 credit per hour for each hour of participation, up to six credits per MSR cycle year.

Sections are responsible for ensuring PGA Professionals receive appropriate MSR credit. For questions, Membership Services can be reached at: Membership@pgahq.com

Invoices/Receipts

At the conclusion of your 6-8 week PGA HOPE program, the Lead Professional must submit a summary invoice to their Section Lead and include copies of all receipts. The Section Lead will organize all expenses and submit to PGA REACH for reimbursement. Expected turnaround time is five weeks from when the Section submits the invoice. This must be completed and submitted to PGA REACH within 10 business days of completion of the program. ***Can be found on the HOPE Hub under 'Forms/Reports'.***

Veteran Tracking

Lead Professionals must verify that all participants are Veterans by checking their IDs the first week of class. At the conclusion of the first class, please forward all Participant Waivers to your Section Lead.

Please note: if a Veteran does not feel comfortable signing a Participant Waiver, they are still welcome to participate in PGA HOPE programing. Just be cognizant that those Veterans who do not sign the waiver should be made aware of any photography/videography taking place prior to the start of class.

SUGGESTED PROGRAM STRUCTURE

Proper Usage of the PGA HOPE Name

The Program will be known as "PGA HOPE (city or location)". For example, PGA HOPE Battle Creek. Programs can have multiple sessions. For example: Spring and Fall. *****NOTE: PGA HOPE has NO periods and should always be referred to in ALL CAPS*****

Basic Program Information

A PGA HOPE program is recommended to run between 6-8 weeks. Programs meet once a week for two hours. A suggested maximum program size is 36 Veterans; please work with your local Veteran organizations and VA Hospitals to promote the program. A recommended list of equipment and adaptive equipment can be found below and on the PGA HOPE Hub.

Introduction Clinic

The PGA HOPE Introduction Clinic is used as a tryout class for Veterans and their families to see if they would like to participate in a program. It is recommended that it be offered at least one month prior to the start of your program. It is viewed as a try out period for the Veteran, and also provides the Lead Professional with an opportunity to determine any special equipment needs for the incoming Veteran students. The PGA HOPE Clinic can also be used in your off season as an indoor program to attract new Veterans to your program, as well as engage past participants.

Six Week Lesson Plan

Week 1 - Week 3

- Registration table with PGA HOPE logoed tablecloth, nametags and any giveaway(s)
- Give each participant a **Welcome Packet** and have them fill out the **Participant Waiver**. Ask all Veterans to complete welcome survey online. *Can be found on the HOPE Hub under 'Additional Resources'.*
- Recommended stations are Full Swing , Short Game, Putting
 - Range stalls with golf balls, tees, lie boards, targets, irons, and drivers
 - Putting green with golf balls, putters, games/competitions, and prizes
 - Learning Area (classroom) with 2 golf carts, scorecards, pencils, and course map if available
 - Chipping area with golf balls, wedges, games/competitions, and prizes
- Water stations and a few chairs at each station
- Set up lunch area with tables, chairs, food, etc.
- Wrap up with review and announcements for upcoming class

Introductions: At the beginning of each class be sure to welcome the Veterans and have the PGA Professionals introduce themselves. Some sections also have the Veterans introduce themselves at this point – depending on program size this may or may not be possible.

Break out: Break out the Veterans into three groups: beginner, intermediate, advanced. Determine these groups by a show of hands. Start the beginners in the classroom during week 1.

Rotations: Drive, Chip, and Putt – some locations may logistically work better with two rotations but keep in mind that the Veterans will get tired fast and they will not be able to hit balls on the range for more than 30 mins. Suggested rotation is every 30-40 minutes. Veterans rotate from Drive to Chip to Putt.

Week 4: Drive, Chip, and Putt Competition

Have each Veteran compete in a Drive, Chip, and Putt competition and the top three in each skill as well as the overall winner are given prizes at the end of class. Begin each skill with 15 minutes of warm up/instruction followed by the competition. Any extra time can be used for practice. Use the results of this competition to pair players into their playing groups for week 5.

Week 5: On Course Training

Suggested structure is to pair 5 Veterans with 1-2 professionals per hole and have them play for the two hours. Shotgun format usually works best. Use results from week 4 to pair Veterans in fair teams. Ex: A player, B player, C player, D player, and one additional.

- Set up cart signs for groups
- Distribute a bag of golf balls per group, and one golf bag per group – two if there are lefties
- Distribute scorecards, pencils, tees

Week 6: Graduation

Teams from week 5 compete in a 9-hole scramble followed by a graduation ceremony.

EQUIPMENT

SUGGESTED EQUIPMENT LIST

Below is an extensive list of suggested program equipment and adaptive equipment. It is not necessary to have everything on the list. Some PGA Sections buy some items prior to start of program. Others may wait to see if extra equipment will be needed based on specific needs.

Basic Equipment

You will be breaking your class into 2-3 groups so use that parameter in judging equipment needs.

- Four staff bags - enough supply of righty/lefty clubs
- Drivers & Irons
 - Drivers - 10.5 degree with flex shafts
 - Irons – 6 and 7 Irons with graphite shafts
- Wedges & Putters - some thick grips on putters recommended
- Golf Balls & Tees - Practice golf balls for chipping and putting areas
- Shag Bags - for putting and chipping stations
- Chipping Nets
- Name tags - for Veterans and professionals
- First aid kit - extra sports tape/band aids
- Alignment rods - purchase at Home Depot
- Lie Boards - LEXAN (polycarbonate sheet) can be bought at Home Depot
- Flagging tape and Grip-Rite roofing nails for use with games

Indoor Equipment

- Hitting Mats
- Hitting Nets
- Almost Golf Balls
- BirdieBall equipment
- Chipping Nets
- Chippo
- Indoor Putting Greens
- Glow Gear
- Colored Golf Balls





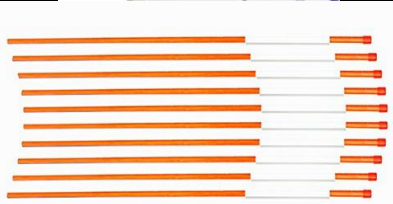

Adaptive Equipment

- Solorider(s), Paragolfer, Swift Cart (if available)
- Folding Chairs - 3 at each station for Veterans to rest
- Clubs: Flattened Clubs (38 degrees), 24" putter, shortened irons/drivers - for those playing seated or in adaptive golf carts
- Gloves: The Power Glove, Bionic Glove, The Miracle Golf Glove, The Stabilizer Glove, Copper Tech
- Grips: Formed Grip, Built up Grip - works well for blind golfers as well as arm amputees
- Tees: Bir-Tee Tees, Wide Topped Tees by Martini Tees - makes placing the ball on the tee easier
- Other: Grabber, Hitting Mats, Lie Boards, LEXAN (polycarbonate sheet), Putter suction cups, Gait Belt, Golf Buddy Voice GPS, USGA Modified Rules of Golf Books, Mist bottle(s), Eraser board/pen, nail polish (limited sight), colored golf balls and colored electrical tape (limited sight), SNAG equipment

Suggested Signage

- PGA HOPE Tablecloth
- PGA HOPE Pop Up Banner
- PGA HOPE Station Signs (Full Swing, Chipping, Putting)

EQUIPMENT EXPLAINED

<p>Gait Belt (amazon.com) It's good to have a few sizes on hand to help secure Veterans playing from a seated position.</p>	
<p>Flagging Tape (amazon.com/Home Depot) Great for setting up games on the green. It's not sticky so buy Grip Rite roofing nails to secure.</p>	
<p>Grip-Rite Roofing Nails (amazon.com/Home Depot) Secures Flagging Tape to green. It comes in many lengths. 1" & 1 1/2" work best.</p>	
<p>Lexan Polycarbonate Sheet (amazon.com/Home Depot) 18"L x 12"W works best. Drill a hole approx. 6" from top of sheet to help secure the ball. Don't drill all the way through the sheet – just enough to have a crescent for the ball to settle.</p>	
<p>Alignment Rods (amazon.com/Home Depot)</p>	
<p>Martini Tees (martinigolftees.com)</p>	

Glow Golf (amazon.com)



Solorider Golf Cart (www.solorider.com)



Paramobile Golf Cart (standupandplayfoundation.org)



Swift all Mobile



Adaptive Glove (powerglove.com)



Chipping Nets (amazon.com)





SAMPLE LESSON PLAN

INTRODUCTION CLINIC LESSON PLAN

The PGA HOPE Introduction Clinic is used as a tryout class for the Veterans and their families to see if they would like to participate in a program. It is recommended that it be offered at least one month prior to the start of your program. It is viewed as a try out period for the Veteran, and also provides the Lead Professional with an opportunity to determine any special equipment needs for the incoming Veteran students. The PGA HOPE Clinic can also be used in your off season as an indoor program to attract new Veterans to your program, as well as engage past participants.

I. Welcome & Introductions

- Have Lead Instructor welcome all and explain the PGA HOPE Program
- Explain what the role of a PGA Professional is
- Have Host Professional welcome all and explain facility layout
- Have each Professional Instructor introduce themselves and say where they are from

II. Breakout

Break out the Veterans into three groups: beginner, intermediate, advanced. Determine these groups by a show of hands. It is ok to leave friends together as the most important thing is to keep the Veterans comfortable in a new setting.

FULL SWING STATION

Goals: Contact, Fun

Instruction: Purpose is to introduce students to the full swing including but not limited to grip, stance, ball position, and posture. Begin basic instruction using mid irons and/or fairway woods depending on each Veterans comfortability with golf so far.

CHIPPING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Purpose is to introduce students to chipping basics. Explain the difference between pitch and chip shots.

PUTTING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Purpose is to introduce students to putting stroke basics grip, grip pressure, alignment, aim, posture, green reading basics, etc.

III. Wrap Up

Open to Q & A. Ask if they enjoyed experience and if they will return for the start of your program.

WEEK 1 LESSON PLAN

I. Check In, Welcome and Introductions

II. Breakout

Break out the Veterans into three groups: beginner, intermediate, advanced. Determine these groups by a show of hands. It is ok to leave friends together as the most important thing is to keep the Veterans comfortable in a new setting

FULL SWING STATION

Goals: Contact, Fun

Instruction: Introduce students to full swing including grip, stance, ball position, posture etc.

Game: Down Range Targets Utilize targets on the range to have fun competitions

PUTTING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Introduce students to putting stroke basics grip, grip pressure, alignment, aim posture, green reading basics, etc.

Games: Set up games on the green with prizes after instruction

CLASSROOM STATION (Replaces Chipping for Week 1)

Goals:

- Have all Veterans fill out the **Participant Waiver** and provide them with the **Welcome Packet**. *Can be found on the HOPE Hub under 'Additional Resources'.*
- Ask Veterans to go online and fill out welcome survey
- Make Veterans feel more comfortable coming to the golf course

Instruction: General questions for the Professionals to use found below*

III. Wrap Up & Homework

Read through the **Welcome Packet**

***Golf Classroom Details & Questions**

Rule #1 at PGA HOPE – Have Fun!!!!

Have all Veterans fill out **Participant Waiver** and provide them with the **Welcome Packet**

Ask all Veterans to complete welcome survey online

Safety

- Where to stand when someone is swinging
- When to use 'fore'
- Golf cart safety
- Bad weather

Golf Course Procedures

- How to make a tee time/what is a tee time
- Proper dress
- Parking lot procedures
- Bag drop

- How to get range balls
- Checking In – when to show up
- Etiquette – Leave the course better than we found it
 - No club throwing, raking bunkers, fixing divots, no trash on course, how to place flagstick on green
 - Walking in line, order on tee, quiet on the tee

Golf Course

- How many holes on a golf course?
- Scorecard - handout scorecards and go over them step by step
- What is Par, Birdie, Eagle, Bogey, Double Bogey explained
- Different part of the golf course – quick overview – they will get hands on experience week 5 (Tee, Green, Fairway, Rough, Water Hazards, Bunkers)

Equipment

- How to operate a golf cart?
- How many golf clubs are you allowed in your bag?
- What are the different clubs called?
- What is the significance of the number on them?
- What is the significance of the angle of them?
- What should you have with you?
 - Balls, Tees, Sharpie, Scorecard, Divot tool

WEEK 2 LESSON PLAN

I. Check In & Welcome

II. Breakout

FULL SWING STATION

Goals: Contact, Fun

Instruction: Recap from week one using irons. Introduction to the driver.

Game: Down Range Targets – Utilize targets on the range to have fun competitions

PUTTING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Recap putting stroke basics grip, grip pressure, alignment, aim, posture, green reading basics, etc.

Game: Tic Tac Toe & Team Golf

CHIPPING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Introduce students to chipping basics

Game: Target practice/chipping nets (prizes at station)

III. Wrap Up & Homework

- Optional - Rules of Golf Book – provide Veterans with a copy of the Rules of Golf.
- Optional - 'A Modification of the Rules of Golf for Golfers with Disabilities'

WEEK 3 LESSON PLAN

I. Check In & Welcome

II. Breakout

FULL SWING STATION

Goals: Contact, Fun

Instruction: Recap using irons/driver, explain the different clubs in a bag, distances they go, etc.

Game: Utilize targets on the range to have fun competitions

PUTTING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Recap putting stroke basics; grip, grip pressure, alignment, aim, posture, green reading basics, etc.

Game: Knock Out

PITCHING STATION

Goals: Grip, Stance, Posture, Fun

Instruction: Introduce pitching basics

Game: Target practice, Knock-Out

III. Wrap Up

WEEK 4 LESSON PLAN

Drive, Chip & Putt Competition

Week 4 is used to gauge each Veterans grasp of the skills they have been learning. Have each group compete in the Drive, Chip, and Putt competition. The top three in each skill, as well as the overall winner, are given prizes at the end of the class.

Begin each skill with 10 minutes of warm up and 20 minutes of competition. Any extra time can be used for practice. Use the results of this competition to pair players into their playing groups for week five.

WEEK 5 LESSON PLAN

On Course Training

Pair five Veterans with 1-2 professionals per hole using week four DCP results to evenly pair groups. Play the hole in a scramble format using each opportunity to teach the Veterans about the game along the way. Below is a list of things to try to cover as you are out on the course.

Tee time

- How to make one
- How early to show up
- Why courses use different tee time intervals

Equipment

- How many clubs are you allowed in your bag
- What should you have with you: balls, tees, divot tool

Dress the Part!

Scramble Format

- Explain how it's played and scored

Scorecard - How to Score

- What do the yardages mean
- What does the par mean
- What does the handicap mean

Golf Cart

- How to use
- Where can the golf cart go on a golf course
- Where to park the golf cart
- What does cart path only mean, 90 degree rule, scatter

Teeing Off – Teeing Ground

- What is the tee box
- Using a tee and impact of adjusting the height
- Proper alignment
- Honors and order of play etiquette (when applicable)
- Don't talk when someone is swinging
- Identifying your golf ball
- Why are there different sets of tees on the tee box

Fairway Rules to Cover

- Play it as it lies
- Out of bounds and lost balls
- Water hazards
- Bunker play
-

- Unplayable

Pace of Play

- Ready golf
- Acceptable time to find a ball

Course Care

- Fixing divots
- Filling with seed mixture

Bunker Etiquette

- Raking
- Where to put the rake

Green Etiquette

- Fixing ball marks
- Walking in line and talking
- Flagstick: The purpose and when to remove
- Who goes first
- How to mark your ball
- How to fix a ball mark
- Why are flags on the flagsticks different colors

Golf Course Questions

- How long does it take to play a round of golf
- What are the different parts of the golf course
- What do the different indicators on the fairways mean (yardage wise)
- How many holes are on a golf course
- What is the minimum I can play

Golf Equipment Questions

- What do the numbers on a golf ball mean
- What do the dimples on a golf ball do
- What clubs do I hit what distance
 - Distance Chart
- Do I have to wear a golf glove – which hand should I wear it on and why
- What kind of shoes can I wear
- What is a hybrid club – what are the benefits in using one

WEEK 6 LESSON PLAN

Graduation Scramble & Dinner

Teams from Week 5 compete in a 9-hole scramble followed by a graduation ceremony. We invite all Professionals who have worked throughout the program and the past graduates to compete with the new graduates that will be joining our PGA HOPE family. Graduates may receive a golf shirt, golf clubs, golf balls, tees, PGA HOPE hat, **PGA HOPE Card**, **PGA HOPE Benefits Guide**, and various prizes that are

awarded during the ceremony. For more information about graduations and volunteer engagement it ***can be found on the HOPE Hub under 'Additional Resources'***.

LIST OF GAMES/CHALLENGES

Putting

- Speed Drill (3 Lines)
 - Using flagging tape set three parallel lines on the green. The object is to pass the first line, be closest to the second, without going over the third.
- Knockout (1 long line of flagging tape)
 - Object of the game is to have your ball stop closest to the line. Entire group putts at the same time – person furthest from the line is out. If it is a large group you can split them on either side of the line. Game continues until there is a winner.
- Mini Golf
 - Indoors or outdoors. Set up a mini golf course on the putting green either using string, flagging tape, glow gear, etc.
- Tic Tac Toe
 - Set up tic-tac-toe boards using flagging tape on putting green.
- Team Golf
 - Teams of four competing to be the first team to have all team members make a 6-foot putt from the same location. Line team up and they get one putt at a time. If they make it on their first attempt they are off the line and become a cheerleader for their team. If they miss it they go to the back of their team's line. First team to have all four team members make the putt wins.

Chipping/Pitching

- Circles (points)
- Squares (points)
- Chipping Nets (points)
- Volleyball Net – used to teach to elevate the ball on a pitch shot
- Swim Noodles (set as field goal posts using alignment rods to construct)
- Swimming Pools

Driving

- Targets on the range