HENDERSON LAKE GOLF COURSE

POLICY ON PATRON CONDUCT - ABUSE AND HARASSMENT

GOVERNANCE

POLICY # 11

1. POLICY STATEMENT

Henderson Lake Golf Club is a welcoming, safe environment, free of abuse and harassment.

Patrons of Henderson Lake Golf Club shall conduct themselves in a manner that embodies respect and appreciation.

2. DEFINITIONS

Abuse/harassment can be subtle or overt, deliberate, or unintended. THE TEST IS WHETHER A REASONABLE PERSON KNOWS OR OUGHT TO KNOW THAT SUCH BEHAVIOR WOULD BE CONSIDERED UNWELCOME OR INAPPROPRIATE BY THE RECIPIENT.

2.1 ABUSE: Abuse is when someone causes us harm or distress. It can take many forms, ranging from disrespect to causing someone physical or mental pain. It is any behavior, verbal or physical that leads to physical harm or creates fear or mistrust or which compromises and devalues the individual.

2.2 HARASSMENT: If someone is abusing, insulting, or otherwise harming you on a regular basis it's called harassment.

Some examples of abuse / harassment are, but not limited to:

- Verbal abuse or threats. This includes but is not restricted to using foul or abusive language, shouting, intimidating, threatening or assaulting actions.
- Unwelcome remarks, jokes, innuendoes or taunting about race, religious beliefs, color, gender, physical characteristics, ancestry, place of origin, mental status, or family status.
- Displaying of pornographic, racist or other offensive or derogatory material.

- Unwelcome invitations for dates, proposals of physical intimacy, requests or other actions, whether direct or explicit that cause intimidation or fear.
- Leering or other gestures.
- Unwelcome physical contact such as touching, patting, pinching, punching, kissing, brushing against, and stroking.

3. PROCEDURES

INAPPROPRIATE PATRON CONDUCT

3.1. The Management team (General Manager, Head Professional and Superintendent) witnessing inappropriate patron conduct will complete an Incident Report form.

3.2. Review the incident with the patron committing inappropriate patron conduct.

3.3. If the Management Team feels the complaint can be resolved informally, then the attempt should be made at that time.

3.4. If the complaint cannot be resolved informally the General Manager shall, in consultation with the President, determine who should be the most appropriate individuals to conduct the investigation into the incident; this may include an outside source depending on the circumstances of the case.

VICTIM REPORTED ABUSE/HARASSMENT

3.5. The victim of abuse/harassment should make a detailed record of the incident and complete the incident report form. The report should include the names of those involved, the date and time, nature of the incident and any persons who witnessed the incident. This form should then be forwarded to the General Manager or President as appropriate.

3.6. In the event the abuser is a management team member, the report should be submitted to the President.

3.7. The individual or individuals accused of abuse/harassment shall be informed of the accusation once it is reported to the General Manager or the President. If the General Manager or President feel the complaint can be settled informally, then the attempt should be made at this time.

3.8. If the complaint cannot be resolved informally the General Manager shall, in consultation with the President, determine who should be the most appropriate individuals to conduct the investigation into the incident (investigation committee); this may include an outside source depending on the circumstances of the case.

INVESTIGATON STEPS FOR INAPPROPRIATE PATRON CONDUCT AND VICTIM REPORTED ABUSE/HARASSMENT

- Any investigation will be carried out in confidence.
- Review the incident with the victim and alleged abuser.
- Interview any witnesses.
- Document the findings accurately and completely.
- State opinion as to validity of complaint
- Make recommendations for disposition of complaint including legal advice if required.
- If the allegations are considered serious and potentially criminal, police should be advised.
- Review of the investigation committee recommendations by the Board for final determination of penalties

4. Penalties for Infractions:

4.1. Penalty for the first infraction will result in an initial warning. The Board also reserves the right to apply more severe penalties based on the severity of the incident.

4.2. Any further infractions will be dealt with as appropriate including suspension of playing privileges or permanent dismissal from the Club.

4.3. **NOTE: Upon witnessing inappropriate patron conduct or receipt of an incident report form a member of the management team may issue an immediate suspension of playing privileges pending a review of the incident.**

5. **Letters of Suspension will include:**

5.1.1. Conditions of suspension:

- Highlight - suspension of all your playing privileges including green fee play, tournament play and the use of club facilities effective immediately.
- Duration – suspended until (date)
- Refund of Dues, if any
- Conditions for return if applicable
  - Requirement of a letter of apology
  - Signing of return to play agreement
  - Other conditions as determined.

APPROVALS – Staff Abuse and Harassment

Approved by the Board of Directors this 20th day of June, 2023.

K.R.H-L — 4-July-2023

(President's Signature) (Date)

Policy review date: September 22, 2026

KRH-L — September 22, 2026

(President's Signature) (Date)

HENDERSON LAKE GOLF COURSE
INCIDENT REPORT

DATE:	
TIME OCCURING:	
PERSON REPORTING INCIDENT:	
LOCATION OF INCIDENT:	
DESCRIPTION OF INCIDENT: • Individuals involved • witnesses	
ACTION TAKEN: • Resolved informally • Reviewed with accuser/witness/accused •	