



**Larrimac Golf Club  
Code of Conduct  
February, 2022**

***(The Royal Regina Golf Club is acknowledged for its Code of Conduct used as a resource for this document.)***

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# Code of Conduct

## Introduction

This policy is to establish clear and acceptable behavior expectations for Larrimac Golf Club members, guests, and employees (including tennis members and guests and all references in this Code of Conduct to Larrimac Golf Club members includes Tennis members). It is not intended to restrict the rights of anyone but rather to ensure that all members, guests, and employees can expect to be treated with respect while enjoying the Club course and property. The Club deems that all members, upon acceptance to the Club, have given their consent to be bound by the by-laws and rules of the Club; both to the restrictions and the penalties imposed.

## Membership

The privilege of membership at the Larrimac Golf Club shall be extended only to those members who observe the policies, by-laws, regulations and rules of the Club. Membership shall not be extended to those members who conduct themselves in a manner deemed by the Board to be improper or to be unbecoming a member of a club, or to be likely to endanger the welfare, interest or character of the Club. Members shall always, whether on the Club premises or involved in Club related activities, conduct themselves in a manner that shall respect the rights of other members, Club staff and Club property.

## General Code of Conduct

All Members, guests, staff and Board Members are expected to conduct themselves in a manner that:

- creates an environment that is reflective of personal integrity and respect as exemplified in the Rules of Golf and any conduct aspects of Tennis Canada and Tennis Quebec rules
- shows the utmost respect and dignity to fellow members, staff and guests
- acknowledges the Club as a family-friendly environment and, therefore, refrains from using obscenities and loud boisterous behavior inappropriate to social situations
- observes proper golf and tennis etiquette as well as the Rules of Golf as per Golf Canada and tennis rules as per Tennis Canada and Tennis Quebec

## Larrimac Golf Club Rules

All Members, guests, staff and Board Members are expected to adhere to all club rules, which include, but are not limited to:

- sign in procedures in the Golf Shop
- safe operation of power carts and in designated areas only
- pull cart policies
- not knowingly cheating, throwing clubs/rackets or shouting obscenities
- not intentionally damaging the course or its property
- observing all signage on the golf course and at the tennis courts and chalet
- use and proper care of fairways and putting greens and the tennis courts
- repairing divots, raking bunkers and repairing ball marks on greens
- refraining from illegal drug use and excessive abuse of alcohol and legal drugs

## Interaction between Club members, guests and Club Staff

All Members, guests, and Board Members are expected to interact with Club Staff with respect and understand that:

- the General Manager is responsible for instructing the staff in the performance of their duties
- members and guests have no authority to instruct staff in job performance and duties
- complaints regarding staff conduct are to be submitted in writing to the General Manager or the Club President
- the membership may respectfully make suggestions to the General Manager regarding the operation of the club
- members and guests are not to denigrate, talk down to, or create unnecessary strife and divisiveness amongst the staff members
- they may report real or perceived safety hazards that are observed on the course to the staff and/or the General Manager
- it is forbidden to engage in any form of harassment or discrimination

## Board of Directors Code of Conduct (in addition to above general code)

All Directors are expected to conduct themselves in a manner that:

- reflects honesty, integrity and support for the best interests of the Club in carrying out the day-to-day business and planning for the future of the Club
- has a professional and healthy regard for confidentiality
- on considering feedback from the membership, be unbiased when establishing guidelines
- respectfully hears concerns, ideas, suggestions, and will, through a committee system, make and vote on motions for action or inaction
- researches information, solicits advice from professionals in a particular discipline and gathers as much information as possible about Club issues
- constantly keeps in mind, "What is in the best interest of the Club and its members?"
- once a vote is taken, Directors are expected to support the decision to the membership and conduct themselves as unified body
- does not undermine decisions made (democratically through the voting process) by voicing to small groups or individuals that he/she is not in agreement with the decision that was made (Board Member, whether they were pro or con, may describe issues before the Board, the alternatives assessed by the board and what was decided. A Board member can refer any member to the Minutes of Board and Committee meetings.
- brings member concerns forward to the committees and Board for discussion
- holds Directors to a higher standard regarding the code of conduct
- understands that the Board does not become involved in or interfere with the General Manager and/or management team in their daily managerial duties regarding work assignments to staff and does not instruct staff in how to perform their work

## Staff Code of Conduct (In addition to above general code)

All staff members are expected to conduct themselves in a manner that:

- reflects positively for the membership for a well-kept and maintained environment to play golf
- reflects a place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff
- promotes a place that is a source of pride in its physical appearance
- complements a welcoming, and aesthetically pleasing environment
- is open to feedback regarding an immediate and or potential safety hazard for the members and guests and the public and actions it with appropriate urgency
- understands their job performance direction comes from the General Manager and/or their management team and not from the membership or Board
- respectfully refers questions and concerns regarding the performance of duties to the General Manager and/or management for for action/inaction

### Disciplinary Committee

The General Manager and President will oversee all complaints and recommend penalties, within the guidelines, as may be deemed necessary, to the Board of Directors. The General Manager in conjunction with the President will act as the convener. The General Manager and President are authorized to ask the Board to appoint up to two (2) additional Board members to the Disciplinary Committee for any matter being investigated. When issues of conflict of interest arise the Board of Directors may change the composition of the Disciplinary Committee.

The General Manager acting on behalf of the Club shall have custody of and preserve all complaint files; and such files or records shall be regarded as confidential, available only to the committee, parties involved and the Board of Directors. Release of any aspect of a Complaint File requires Board approval. The party against whom a complaint has been made, if the matter moves to a disciplinary process, shall have access to the Complaint File subject to reasonable redaction by the Disciplinary Committee or the Board.

Board members who are the subject of a complaint or infraction investigation are not permitted to participate in any Board or Committee matters until the complaint/investigation process, described herein, has been completed.

The Disciplinary Committee will call an emergency Board meeting immediately upon determining that an incident or complaint may include a contravention of any statute of Quebec or Canada and the board shall direct the President or General Manager to contact appropriate government authorities if the Board confirms the Disciplinary Committee conclusion(s) as to statutory contravention.

### Complaint Procedure

Complaints may be made by any person including members, guests, staff and members of the public. Complaints must be made in writing via letter or email to either the General Manager or the President of the Club, within three (3) working days of the matter occurring.

Once received the General Manager and President will investigate, if required, and present to the Board of Directors to determine appropriate action. If the Board of Directors decides by vote of 2/3 of those members present at the meeting that the conduct in question warrants a penalty, the General Manager or President shall report the outcome of the decision to the member in writing.

## Disciplinary Sanctions

So long as the disciplinary process described in the Code of Conduct has been followed, the Board of Directors shall have the power to suspend or terminate ( see “instances” below), any member whose conduct shall be improper, unbecoming, or detrimental to the welfare, interest or character of the club, or who willfully commits a breach of the By-Laws, or who willfully violates or neglects the observance of any rule or regulation provided by such By-Laws, or by the Board of Directors, or any committee under the authority thereof. (See by-laws 5.5, 5.6 and 23)

## Decisions and Penalties

**1<sup>st</sup> Instance:** Verbal Warning

**2<sup>nd</sup> Instance:** Letter of Warning

**3<sup>rd</sup> Instance:** 1-2 week suspension

**4<sup>th</sup> Instance:** 3-4 week suspension

**5<sup>th</sup> Instance:** 1 year to cancelation of membership, or termination of membership (termination)

Any suspension will state the date the suspension is to take effect and the number of days of the suspension. The days of suspension previously served shall be considered.

While under suspension the member’s financial obligation to the Club for dues and other charges shall continue.

Any costs arising from an offense shall be paid by the member committing the offense in addition to other penalties.

If the offense, as reported and recommended by the Disciplinary Committee, is considered to be of significant seriousness, or there are other recent offenses, then at the discretion of the Disciplinary Committee, acting reasonably, the Disciplinary Committee can recommend to the Board, and the Board can accept or reject, that the “instance steps” described above should be amended to an increased penalty

## Appeal

A member, for whom the Disciplinary Committee has recommended a suspension or termination for any such offense, shall be notified in writing by the General Manager or President (the “disciplinary letter”) of the complaint and or investigation and penalty that has been recommended be applied against such member and be given an opportunity to be heard by the Board of Directors at a meeting called for that purpose or at the next regular meeting of the Board.

The member must submit their intent to appeal the recommendation in writing via letter or email within three (3) calendar days of issuance of the disciplinary letter from the General Manager or President. The Member must include in their intent to appeal letter a statement as to whether they intend to be have legal counsel attend with them.

Upon notification of the intent to appeal the disciplinary committee’s recommended disciplinary action, suspension or termination, any sanction will be put in abeyance until the Member has appeared before the Board to make their appeal submissions. If the Member in question does not appear at the appointed Board meeting the Board may proceed to make a decision on the Disciplinary Committee’s recommendation. Notification of the appeal hearing date shall be deemed sufficient if mailed or delivered to the Member at least seven (7) calendar days prior to the meeting of the Board of Directors at which the hearing is to be granted. The Board of Directors may or may not take further permanent action with respect to the offending Member depending upon the results of the hearing. (See By-Law 5.6)