

# **Roseland Park Country Club**

## **Effective March 18, 2024**

### **VALUES: What is important to us...**

#### **Respect**

- We recognize and respect each individual's unique contributions.
  - We listen to different viewpoints, opinions, thoughts and ideas and embrace a culture of inclusion.
  - We respect the environment.
  - We treat our Members, guests, community and suppliers with respect.
  - We respect each other, our history and the Club's facilities.
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#### **Integrity**

- We do the right thing and be honest, truthful and honourable.
  - We have trust in trustworthy people.
  - We act in an ethical manner in everything that we do.
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#### **Relationships**

- Relationships are the cornerstone of the Club's success.
  - Effective communication is essential to a great relationship.
  - We value the fostering and cultivation of great relationships with Members and our community.
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#### **Caring**

- Members care about the Club, each other and the community.
  - We treat people as if they are special guests in our home.
  - We care about and honour our history.
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# **Roseland Park Country Club**

## **MEMBERS CODE OF CONDUCT**

### **Effective March 18, 2024**

Membership in Roseland Park Country Club (“the Club”) and participation in its activities brings with it many benefits and privileges that are balanced by an individual’s responsibilities and obligations. This Policy defines the parameters for these responsibilities and obligations, and thus identifies a standard of behavior that is expected of all Members.

#### **Mission Statement**

*The Club is a volunteer managed, not-for-profit corporation dedicated to providing and promoting social, recreational and entertainment activities for the benefit of its diverse membership.*

#### **Purpose**

The purpose of this Code of Conduct is to ensure a safe and positive environment within the Club’s programs, activities and events, by making all Members aware that there is an expectation of appropriate behavior, consistent with the values of the Club, at all times. Conduct that violates this Code of Conduct policy may be subject to sanctions pursuant to the Club’s by-laws and policies related to discipline and complaints.

### **Application of this Policy**

#### **Respect & Integrity**

Members are responsible for respecting the integrity and dignity of each and every Club Member and at all times demonstrate that same respect. Members are committed to making the Club an inclusive organization based on mutual respect and appreciation for the diversity of the social network.

#### **Representation**

A Member’s character and actions reflect the Club’s reputation. A Member shall not behave in a manner that adversely affects the reputation of the Club at any Club activities or when representing the Club externally.

#### **Confidentiality**

Club Members are responsible for providing accurate and honest information. A Member shall not share his/her login information or disclose any information about Club Members to non-Members, outside agencies, or commercial enterprises in any form, e.g. written, electronic, social media and verbal.

#### **Members have a right to:**

1. Be treated fairly, equally and with respect by the Club, its Board of Directors and other Members.
2. Socialize in an environment free from all forms of harassment and discrimination.
3. Privacy and confidentiality concerning records, documentation and any other communication containing a Member’s personal information, unless written consent is specifically provided in accordance with Club By-laws, Code of Conduct, Club President (or designated representative) approval, and affected Member’s approval, or is required by law.
4. Be informed and be actively involved in Club events and offerings, subject to any event attendance limitations which may exist and will be communicated in event offerings to be available on a first come basis.
5. Express their opinions, requirements and suggestions to the Board of Directors.

**Members must, at all times:**

1. Maintain and enhance the dignity and self-esteem of all individuals by demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, sexual orientation, or other ground protected by the laws of Ontario or Canada.
2. Care and respect the property and assets of the Club and all Members.
3. Treat other Members, guests, staff of venues and other patrons (where a social club function is being held) fairly, equally and with respect and courtesy at all times and refrain from negative remarks or conduct.
4. Avoid situations in which a conflict of interest may arise.
5. Not use social media or online internet forums in a manner that is detrimental or defamatory to the Club or its Members.
6. Comply at all times with the By-Laws and Code of Conduct, policies, rules and regulations of the Club, as adopted and amended from time to time.
7. Behave legally, responsibly, and conduct themselves in a manner which will not harm, cause embarrassment or injure the reputation of the Club, its events, organizers, or participants.
8. Refrain from any behavior that constitutes harassment, where harassment is defined as any unwanted conduct affecting and violating the dignity of an individual or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.
9. Take reasonable steps to manage the responsible consumption of alcoholic beverages, marijuana products, and tobacco products in accordance with all applicable laws and where authorized in social situations associated with the Club's events.

**Recreational Facilities**

All individuals participating in the Club's recreational facilities have a responsibility to focus comments or criticism appropriately and avoid public criticism of individuals.

All Members participating in the Club's sporting activities will consistently demonstrate the spirit of sportsmanship, fairness, respect, sport leadership and ethical conduct and adhere to Ontario Tennis Association's Code of Conduct as amended from time to time.

**Breaches of this Code of Conduct:**

1. Any Member may report any inappropriate behavior of a Member to the Board of Directors of the Club for action and follow up.
2. The inappropriate behavior of any Member will be investigated, discussed and an appropriate course of action will be taken by the Board of Directors in accordance with the Club's By-laws, which may include a warning, suspension or revocation of Membership.
3. Any Member not behaving in accordance with the terms of the Code of Conduct at an event of the Club may be asked to leave the function and will not be entitled to a refund of any monies paid.
4. The Board may suspend or remove any Member from the Club for any one or more of the following grounds: violating any provision of the Articles, By-laws, or policies of the Club;
5. carrying out any conduct which may be detrimental to the Club as determined by the Board in its sole discretion; or for any other reason that the Board in its sole and absolute discretion considers to be reasonable, having regard to the purposes of the Club.