

Muskoka Lakes Golf & Country Club



Expectations of Conduct and Behaviour

The Board of Directors for Muskoka Lakes Golf and Country Club believes that all members, their family and guests, management and staff, contractors and visitors have the right to be treated with dignity and respect at all times.

It is expected that our members, their families and guests will constantly support this fundamental principle at all times, and in all contexts, in dealing with fellow members and staff.

Exemplary behavior at the Club includes compliance with Club policies and rules relating to responsible alcohol use, dress code, other similar matters of social deportment, and the prohibition of illegal drug use. Members please remember that you are responsible for the conduct of your guests at the Club, including compliance with this Code of Conduct and all applicable laws.

Violations of these tenets of good behaviour and the Code of Conduct will be treated seriously by the Board, and may result in disciplinary action, suspension or expulsion from the Club.

Ontario Occupational Health and Safety Legislation (Bill 168) Workplace Harassment and Violence was strengthened in 2018. In accordance with this legislation, Muskoka Lakes Golf & Country Club will not tolerate any form of disrespectful behavior, bullying, harassment and any other form of inappropriate behavior towards or by Club members, guests of members, or employees.

Expectations of our Members

All members of Muskoka Lakes Golf & Country Club are expected to treat our members, guests, employees and volunteers with the utmost respect and dignity while on Club premises.

Additional behaviours that will not be tolerated, include but is not limited to:

- Malicious or harmful statements about others;
- Public disclosure of another's private information;
- Possession of dangerous or unauthorized material;
- Any behaviour that could bring the Club into disrepute.

Members are expected to ensure that their guests are: i) informed of and instructed to abide by the Member Code of Conduct prior to visiting the Club and ii) govern themselves accordingly during their visit.

Any violation of the Code of Conduct by a guest will be treated as a violation by the member.

Definitions

The following definitions are contained in Bill 168:

Discrimination

“Discrimination” means treating anyone unequally, on the basis of any prohibited ground under human rights legislation, such as race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability (“Prohibited Grounds”).

Some examples of Discrimination could include (but are not limited to) the following:

- Comments or jokes that insult, ridicule, or offend based on Prohibited Grounds; or
- Treating individuals differently on the basis of their identification of having a trait associated with a Prohibited Ground.

Harassment

“Harassment” means:

- a) Engaging in a course of vexatious comment or conduct against another person that is known or ought reasonably to be known to be unwelcome; or
- b) Sexual Harassment.

Some examples of Harassment could include (but are not limited to) the following:

- Verbal or physical conduct that denigrates, ridicules, insults or shows hostility toward an individual on the basis of a Prohibited Ground, and that has the purpose or effect of unreasonably interfering with an individual’s work performance or creating a hostile, offensive or intimidating work environment;
- Displaying words, objects, pictures, drawings or computer programs that insult, ridicule or offend based on any Prohibited Ground;
- Unnecessary or unwelcome physical contact;
- Bullying;
- Swearing or yelling at an individual;
- Unwelcome invitations or requests, whether indirect or explicit; or
- Invading personal privacy inside or outside the workplace, such as harassing telephone calls or voice mail, regular mail, email messages, etc.

Sexual Harassment

“Sexual Harassment” means:

- a) engaging in a course of vexatious comment or conduct against another person because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to another person or Employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Some examples of Sexual Harassment could include (but are not limited to) the following:

- Unwelcome or offensive sexual advances, flirtations or propositions; requests or demands for sexual favours; sex-oriented “kidding” or “teasing”;
- Unwelcome questions about another person’s sexual interests, sexual orientation or sexual conduct;
- Offering employment benefits, such as favourable reviews, assignments, promotions, continued employment or promises of same, in exchange for sexual favours;
- Making any statement or engaging in any conduct which explicitly or implicitly indicates that lack of cooperation of a sexual nature would in any way adversely affect any Employee’s conditions of employment;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct that includes leering, sexual gestures, or displaying of sexually suggestive objects, pictures, cartoons, posters or websites;
- Verbal or written conduct that includes making, using or writing sexual or gender-based comments, epithets, slurs, or jokes;
- Written or verbal abuse of a sexual nature; graphic verbal comments about an individual’s body, sexual prowess or deficiencies; sexually degrading words used to describe an individual; or sexually suggestive or obscene letters, notes, invitations, email, or voice mail;
- Physical conduct including unwelcome, offensive or abusive touching or brushing against another person’s body;
- Inappropriate gestures such as puckering one's lips suggestively or making obscene signs with one's fingers or hands;
- Offensive or abusive leering; suggestive, insulting or obscene comments or gestures; or
- Pin-ups of scantily clad individuals.

Violence

“Violence” means:

- a) the exercise of physical force by a person against another person, that causes or could cause physical injury to the other person;
- b) an attempt to exercise physical force against another person, that could cause physical injury to the other person; or
- c) a statement or behaviour that it is reasonable for another person to interpret as a threat to exercise physical force against them, that could cause physical injury to them.

Some examples of Violence could include (but are not limited to) the following:

- Verbal, written or e-mail threats;
- Making violent gestures (including shaking a fist or gesturing the cutting of a throat);
- Physical assault;
- Throwing an object;
- Hitting or attempting to hit another person; or
- Shoving.

Interaction with Employees, Management, Members and Directors

- Everyone is expected to behave in an appropriate manner treating others with respect and dignity and everyone is expected to refrain from engaging in Harassment, Discrimination or Violence toward any employee, member, guest or Director of the Club.
- Members are required to maintain an appropriate professional relationship with employees and management.
- Members are to avoid entering into romantic or intimate relationships with any employee of the Club.
- Members are prohibited from inviting an employee, who would not normally attend a Club event to attend as their guest.
- Members do not have the authority to instruct employees on duties or job performance. In cases where a member is dissatisfied with the type of service provided, he/she is encouraged to forward the issue to management.
- Members are prohibited from disciplining or disrespecting employees of the Club.
- Members or guests are not permitted to bring alcoholic beverages or illegal substances onto Club property.
- The Club has adopted a zero-tolerance policy on excessive drinking. Members and guests are not permitted to consume alcohol to the point of impairment, to comply with the statute from the Liquor Licensing Board of Ontario.
- Our “Smart Serve” trained servers have the right and obligation to refuse service to any member or guest who, in the opinion of the server, appears intoxicated. The management and the Board of Directors of the Club shall support any decision made by the server to refuse service for these reasons. Taking a cab or having a designated driver does not relieve the Club of legal responsibility.
- Members are prohibited from collecting bulk member contact information (e.g. emails, telephone numbers, addresses etc.) for solicitation, commercial, marketing or political use.

Members are permitted and encouraged to make suggestions to Club Management and Board of Directors regarding the operation of the Club for its betterment. This policy is not intended to oppress or unreasonably restrict freedom of speech and expression, but rather to ensure that concerns are raised in a respectful manner.

All activities at Muskoka Lakes Golf & Country Club are based on respect. Respect for one another. Respect for the environment. Respect for traditions of honorable endeavour. Club experiences are about self-control and self-regulation. Members believe in honesty and integrity and so does the staff here at Muskoka Lakes Golf & Country Club.

Violations

It is of paramount importance to Muskoka Lakes Golf & Country Club to maintain the safety and security of its members, guests, employees and contractors. This policy is strictly enforced and non-compliance will result in corrective measures being undertaken.

The General Manager and the management team of Muskoka Lakes Golf & Country Club reserve the right to exclude any person from accessing services as a consequence of violating this policy. Furthermore, a member in violation of this policy may face expulsion from the Club premises, suspension of rights and privileges or legal action as sanctioned by the Board of Directors. All fees and finance charges will continue to accrue to the account of any member suspended from the Club during the period of suspension.