

1. Introduction

The Discipline Committee is a committee of the Whitevale Board of Directors. It is defined in Whitevale Bylaw 1 as follows:

The Discipline Committee shall comprise at least three Board members who are appointed annually or for such term as the Board of Directors determines is appropriate, excluding the President. The Discipline Committee shall have the primary responsibility to investigate any reports of any member whose conduct, whether on the Corporation's premises or elsewhere, is considered by the Board of Directors or the Discipline Committee to be improper, unbecoming or in its opinion likely to endanger the welfare, interest or character of the Corporation, or who wilfully commits a breach of the By-Laws or resolutions of the Board of Directors, or who wilfully violates or neglects the observance of any policy, resolution, rule, or regulation provided under such By-Laws by the Board of Directors, or by any committee under the authority thereof.

The Discipline Committee shall investigate and resolve all alleged disciplinary incidents according to the Disciplinary Process Policy established by the Board of Directors.

This handbook consolidates information from several sources that are concerned with the operation of the Committee and discipline situations that may occur at the Club.

Individual policies are included as appendices within this handbook. While they were current at the time it was written or last updated, the reader is cautioned to refer to the current version of these policies, as posted on the Whitevale website, for the most accurate information.

2. Policies

The following policies are specifically concerned with the discipline process.

Policy 3.4 Member Code of Conduct – This policy defines the conduct expected from Whitevale members and their guests. It states expectations in broad terms providing latitude for the Committee to apply judgement in a given situation.

Policy 3.8 Discipline Process – This policy details the steps to follow when an incident has occurred or been alleged to occur. It covers the details of the process from reporting, through investigation, holding a hearing, decision making and appeal.

There are several other policies that describe the expectations of a member. Conformance to all such policies is expected of a member or guest, and forms the first point in Policy 3.4.

3. Specific Situations

It is impractical to provide a list of all possible infractions that can occur. As soon as one infraction was stated, it might be interpreted that a subtle variant was not the same and therefore might not be an infraction. The Discipline Committee uses the Member Code of Conduct as a guideline, and members are expected to apply common sense and follow the spirit of the Code. Several definitions are provided later, and a matrix of potential issues and how they might be judged is included as an appendix.

The following sub-paragraphs describe common situations and how they are handled, in the spirit of ensuring consistency in Discipline Committee procedures in future years.

3.1 Pace of Play Infractions

The Club defines its expectations for pace of play in Policy 1.3. This policy establishes the standard for the duration of a round and for group positioning on the golf course. In the event that a group has not met the standard, the policy calls for a referral to the Discipline Committee. The following describes the discipline process.

The discipline letter – The Pro Shop issues letters to all members of the group that is in violation of the policy. The letter will contain the starting time and ending time for the round, as well as an explanation of where the group was found to be out of position. Comments made by the member are also maintained with the letter, in the member's file.

The 3rd letter – Upon the issuance of a third letter, the member is asked to attend a Discipline Committee hearing to discuss the violations. The Committee may choose to issue a warning or a 3-day suspension of golfing privileges.

The 4th letter – Upon the issuance of a fourth letter, the member is asked to attend a Discipline Committee hearing to discuss the violations. Barring extenuating circumstances, the Committee will issue a suspension of golfing privileges, normally between three days and one week.

The 5th letter – Upon the issuance of a fifth letter, the member is asked to attend a Discipline Committee hearing to discuss the violations. Barring extenuating circumstances, the Committee will issue a suspension of golfing privileges, normally between one and two weeks.

3.2 Simple Behavioural Infractions

Each year, the Discipline Committee receives a number of clearly defined behavioural complaints. Typically, these complaints come in the form of a letter or email that is focused on the actions of one member towards another, and they summarize the actions or words issued by the accused member.

Policy 3.8 describes a thorough process that works well for complex situations with multiple members that needs the careful collection of evidence and the right of appeal for the accused member. Typically, simpler infractions can be resolved with less formality. The process steps are as follows:

- The Discipline Committee is notified of the complaint, and the written account is included.
- The Committee may request any additional documentation required, such as the account of an observer.
- If the complaint is confirmed by one or more observers, one member of the Discipline Committee contacts the accused member and arranges an interview. (The interview need not have all members in attendance.)
- As described in the Policy, after the interview, the Committee may decide to close the case once a satisfactory letter of apology has been submitted.

4. Definitions

Discrimination - includes any practice or behaviour, whether intentional or not, which has a negative effect on an individual or group because of the personal characteristics or circumstances unrelated to the person's abilities or the employment or service issue in question (e.g., disability, gender, race, sexual orientation). Discrimination may arise as a result of direct differential treatment or it may result from the unequal effect of treating individuals and groups in the same way.

Harassment - is any improper comment or conduct that a person knows or ought to know would be unwelcomed, offensive, embarrassing or hurtful to the person toward whom the behaviour is directed or to others in the vicinity or associated with the primary target. Harassment may result from one incident or a series of incidents. Harassment may be directed at specific individuals or groups, but may also include any comments or conduct which creates an environment that is hostile, intimidating or offensive. Harassment can also include incidents that happen off the Whitevale property (e.g., unwelcomed phone calls, letters or visits to a person's home or place of business) if the harasser is connected in some way to Whitevale Golf Club.

Offensive Conduct: is any action or comment that is likely to endanger the welfare interest or character of Whitevale, its members or employees whether on the Club premises or elsewhere. These actions can and do include all communications of any means such as emails, letters, social media postings, and verbal exchanges.

5. The Complaint Process

Any individual who wishes to lodge a complaint in conjunction with the Code of Conduct should prepare a detailed written report of the alleged violation and submit it to the Club Captain or General Manager.

Policy 3.8 states that a written account of an alleged violation must be provided for the discipline process to begin. This statement is intended to ensure that a situation is of sufficient magnitude to warrant use of the full process. It is recognized that some form of poor conduct may occur where what has transpired is common knowledge and a discussion with the person who committed the violation is sufficient. The Discipline Committee may at its discretion deal with a minor violation in this manner.

Policy 3.4 - Member Code of Conduct

This policy defines the conduct expected from Whitevale members and their guests. Members are responsible for the actions of their guests and are asked to intervene, should a guest take actions that contravene this policy.

Members of Whitevale Golf Club shall:

1. Adhere to the bylaws, policies and procedures of the Club.
 - o Do not knowingly contravene or circumvent the bylaws, policies and procedures of the Club.
 - o Do not exceed my authority as a member in my dealings with other members and staff.
2. Demonstrate respect for other members, guests and staff.
 - o Treat everyone with courtesy and dignity
 - o Conduct myself in a calm and reasoned manner, following the principles of good etiquette
 - o Never harass, intimidate or bully others through physical actions or toxic, hurtful or unwelcomed communications using any media.
 - o Avoid confrontational situations with other members and staff on the golf course or the golf course property.
 - o Never discriminate regardless of someone's personal characteristics such as disability, gender, age, race, sexual orientation or golf skills.
 - o Be courteous when dealing with staff. Report dissatisfaction with services to the respective management and not to those providing the service.
3. Demonstrate respect for the Club and Club assets.
 - o Inflict no intentional damage to the golf course, its equipment or facilities.
 - o Do no damage to the Club's reputation through harmful or inaccurate communications to other members or to the public
 - o Do not knowingly violate the Rules of Golf
4. Obey all applicable laws while on the Club property

The Discipline Committee Handbook, which is posted on the Whitevale website, contains definitions and examples of actions which are considered violations of the Member Code of Conduct.

Any individual who wishes to lodge a complaint in conjunction with the Code of Conduct should prepare a detailed written report of the alleged violation and submit it to the Club Captain or General Manager. Complaints will be reviewed by the Discipline Committee and if found to be valid will be handled in accordance with Policy 3.8 - Discipline Process.

Revised June 17, 2021

Policy 3.8 - Discipline Process

Disciplinary matters shall be investigated and heard according to the following process and in accordance with Bylaw #1, paragraph 49 "Suspension, Expulsion or Disciplinary Action"

Initial Phase – Written Account

Disciplinary actions shall only be initiated when a written account of an alleged violation of the Club bylaws or policies has been submitted to the Chair of the Discipline Committee (the Committee). The written account should generally be submitted within 10 days of the incident and must include when and where the alleged violation occurred and the members and/or employees who were involved. Those submitting a report are encouraged to include also as much detail as possible about the circumstances surrounding the alleged violation, the specific actions and words of those involved and the consequences and follow-up after the alleged incident.

Initial Phase – Investigation

When a written account is submitted to the Committee, a member of the Committee shall be assigned primary responsibility (i.e., designated member) for investigating the incident. This initial investigation shall occur as soon as reasonable and shall include contacting:

- the person who has submitted the written report,
- the member whose conduct is in question, and
- any other members or employees who may have been present or have direct knowledge of the incident.

A written summary of the results of this investigation shall be submitted by the designated member to the Committee for its consideration.

Initial Phase – Discipline Committee Decision

After reviewing the investigation report, the Committee shall decide what further action is required. The severity of the alleged incident in terms of harm to the Club and its employees and the enjoyment of its members shall play a central role in the action taken by the Committee. As well, if the facts surrounding the incident are not in dispute, this may affect the action decided by the Committee.

In the case of:

- a minor infraction,
- where the facts are not in dispute
- where the member whose conduct has led to the investigation does not have a prior history of disciplinary violations,
- where the member whose conduct has led to the investigation admits responsibility for the incident,
- where the member whose conduct has led to the investigation agrees to submit a letter of apology, and
- where the offended employee(s) and/or member(s) is/are satisfied that a letter of apology is adequate to resolve the issue,

the Committee may decide to close its investigation after a satisfactory letter of apology has been submitted to those offended by the conduct. In this case, a written summary of the incident and the disciplinary process followed including the initial written account, the investigation summary, a copy of the letter of apology and a summary of the final resolution

shall be included in the member's personal file. No further action shall be required at this point.

In the event that the Committee does not decide that an immediate resolution of the incident is possible, a discipline hearing shall be convened. The procedures and events leading up to and following a disciplinary hearing are outlined following.

Committee Hearing Procedure

The Committee may decide to hold a disciplinary hearing to resolve discipline matters. All disciplinary hearings shall adhere to the following procedures. An overriding concern of the Discipline Committee in conducting the hearing shall be to minimize the potential for the good relationships generally present within the Club to be jeopardized by the disciplinary process.

Committee Hearing Procedure - Notice

Notice of the hearing shall be provided to those involved in the incident at least 10 days prior to the hearing. Notices sent by e-mail to the e-mail address on record at the Club and/or sent by regular mail to the address on record at the Club and/or by personal communication either by phone or in person shall be deemed adequate notice. Where notice is given personally, the person giving the notice should document that conversation and include a copy of their notes with the written material included at the hearing.

The notice shall include details of the date and location of the alleged incident, the general nature of what is alleged to have occurred and the harm that the alleged conduct has caused. The notice shall indicate the time and location for the disciplinary hearing and shall make reference to the bylaws and policies that shall guide the conduct of the hearing.

Committee Hearing Procedure – Rules of Evidence

The Committee shall hear and consider various forms of evidence as part of the hearing. Included in the evidence shall be:

- All written accounts of the incident that have been submitted to the Club,
- The written investigation summary prepared by the designated member, and
- The personal file of the member whose conduct has led to the investigation (i.e., the alleged violator).

The alleged violator shall be provided with a copy of the investigation summary and shall have access to his/her personal file with the exception of any written accounts that may have been submitted relating to previous incidents. The alleged violator also shall not have access to written accounts by other members and/or employees concerning the incident in question. This extraordinary exception is required to reduce the potential for confrontation among members and/or employees when disciplinary issues are being resolved.

The Committee may decide to make other evidence available to the alleged violator where doing so will not jeopardize the good relationships generally present within the Club.

Committee Hearing Procedure – The Hearing

The Committee shall allow the alleged violator to present his or her case at the hearing. This may include the alleged violator:

- Submitting written evidence,

- Having other members who were present when the alleged incident occurred appear and present their views of what occurred,
- Making a summary oral submission on what the findings of the Committee should be and what penalty, if any, is appropriate.

The alleged violator may choose to have legal counsel or an agent present to present his or her case.

The alleged violator shall not be able to call as a witness those alleging the incident. Likewise, the alleged violator shall not be given an opportunity to cross-examine those alleging the incident. The Committee may choose to ask those alleging the incident to appear and to describe verbally what occurred. If such witnesses are called, the evidence shall be presented in the absence of the alleged violator or his or her representative. These extraordinary exceptions are required to reduce the potential for confrontation among members when disciplinary issues are being resolved.

Committee Hearing Procedure – The Decision

On conclusion of the hearing of the evidence and submissions, the Committee shall render its decision. The decision may be issued orally at that time. In any event, a written decision shall be issued shortly thereafter. Reasons for the Committee's decision may be included. This shall be at the discretion of the Committee.

A written summary of the hearing process and the decision of the Committee shall be prepared. A copy shall be provided to the alleged violator and to those who prepared written accounts of the incident. A copy of the summary shall also be filed in the alleged violator's personal file.

In the event that the Committee decides that the severity of the sanction required exceeds its authority, the Committee may choose to make recommendations for a more severe sanction as permitted by Bylaw #1 and to refer the matter to the entire Board. The procedures for such a referral are addressed following.

Committee Hearing Procedure – Appeal Procedure

Decisions of the Committee can be appealed to the entire Board by the alleged violator, the member(s) and/or employee(s) who have submitted a written account of the alleged incident or by those who have been harmed by the alleged incident. The procedures for an appeal shall be the same as those for a referral by the Committee to the entire Board. Any application for an appeal must be submitted to the Secretary of the Board of Directors within 14 days of the issuance of the Committee's decision.

No decision shall come into effect when an appeal is pending.

Appeal Hearing Procedure – Notice

Notice of the hearing shall be provided to those involved in the incident at least 10 days prior to the hearing. Notices must be sent by registered mail to the address on record at the Club.

The notice shall include details of the date and location of the alleged incident, the general nature of what is alleged to have occurred and the harm that the alleged conduct has caused. The notice shall indicate the time and location for the discipline hearing and make reference to the bylaws and policies that shall guide the conduct of the hearing.

Appeal Hearing Procedure – Rules of Evidence

The Board shall hear and consider various forms of evidence as part of the hearing. Included in the evidence shall be:

- All written accounts of the incident that have been submitted to the Club,
- The written investigation summary prepared by the designated member,
- The personal file of the alleged violator, and
- The written findings and recommendations of the Committee.

The alleged violator shall be provided with a copy of the investigation summary and the written findings and recommendations of the Committee and shall have access to his/her personal file with the exception of any previous written complaints that may have been submitted relating to previous incidents. The alleged violator also shall not have access to written accounts by other members and/or employees concerning the incident in question. This extraordinary exception is required to reduce the potential for confrontation among members and/or employees when discipline issues are being resolved.

The Board may decide to make other evidence available to the alleged violator where doing so will not jeopardize the good relationships generally present within the Club.

Appeal Hearing Procedure – The Hearing

Board hearings are not de novo. The scope of Board hearings shall be limited to the following unless the Board otherwise decides.

The alleged violator may:

- Request to submit new evidence not considered by the Committee in its hearing. If this is the case, the alleged violator shall provide a written submission to the Board outlining why the evidence was not presented at the Committee hearing and why it should be permitted to be presented at this time. The Board may choose to hear this new evidence or to deny its presentation.
- Offer an alternate interpretation of the evidence presented at the Committee hearing.
- Recommend that an alternate sanction other than that recommended by the Committee is appropriate.
- Make a summary oral submission on what the findings of the Board should be and what penalty, if any, is appropriate.
- Submit within 7 days after the Board hearing, a summary written submission on what the findings of the Board should be.

The alleged violator may choose to have legal counsel or an agent present to present his or her case.

The alleged violator shall not be able to call as a witness those alleging the incident. Likewise, the alleged violator shall not be given an opportunity to cross-examine those alleging the incident. The Board may choose to ask those alleging the incident to appear and to describe verbally what occurred. If such witnesses are called, the evidence shall be presented in the absence of the alleged violator or his/her representative. These extraordinary exceptions are required to reduce the potential for confrontation among members when disciplinary issues are being resolved.

The three members of the Committee shall not participate in the Board hearing as Board members, including not voting on the discipline action to be taken. The designated member of the Committee responsible for investigating the incident shall present to the Board the findings of the investigation, the reasons for the Committee's decision or recommendation and shall answer any questions from the other Board members concerning the incident and the investigation.

Appeal Hearing Procedure – The Decision

On conclusion of the hearing of the evidence and submissions, the Board shall render its decision. The decision may be issued orally at that time. In any event, a written decision shall be issued shortly thereafter. Reasons for the Board's decision may be included. This shall be at the discretion of the Board.

A written summary of the hearing process and the decision of the Board shall be prepared. A copy shall be provided to the alleged violator and to those who prepared written accounts of the incident. A copy shall also be filed in the alleged violator's personal file.

The scope of the disciplinary actions available to the Board is set out in Bylaw #1. The decision of the Board is final and cannot be appealed except as provided for in Bylaw #1.

Contact with Accuser(s)

Once a disciplinary process has been initiated, the alleged violator shall not communicate with those alleging an incident (i.e., accusers) regarding the facts of a disciplinary incident or the findings of a disciplinary hearing. Likewise, the alleged violator shall not encourage or direct other members, employees or his/her counsel or agent to contact his/her accuser(s) once this disciplinary process has been initiated. The alleged violator must channel all inquiries and challenges of the facts or findings through the Committee or the Board as the case may be. Alleged violators are encouraged to avoid contact generally with accusers when a disciplinary process is underway.

Effective Date of Decisions

Any decision reached as a result of a disciplinary process shall take effect 10 days following the issuing of the decision by the Committee or the Board as the case may be.

	<i>Do not knowingly disobey or circumvent the bylaws, policies and procedures</i>	<i>Do not exceed my authority as a member</i>	<i>Treat everyone with courtesy and dignity</i>	<i>Conduct myself in a calm and reasoned manner</i>	<i>Never harass, intimidate or bully others</i>	<i>Avoid confrontational situations with other members and staff</i>	<i>Never discriminate regardless of someone's personal characteristics</i>	<i>Be courteous when dealing with staff</i>	<i>Inflict no intentional damage to the golf course</i>	<i>Do no damage to the Club's reputation</i>	<i>Do not knowingly violate the Rules of Golf</i>	<i>Obey all applicable laws</i>
Write a letter to members with misinformation, or advocating breaking rules or procedures.	X								X			
Confrontational discussion on the golf course or patio with voices raised.			X	X		X						
Send offensive emails to Board or staff			X		X							
Intentionally hit balls into other groups				X	X	X						
Ordering staff to do something		X					X					
Cheating at golf										X		
Falsifying receipts or other documents		X									X	
Consuming alcohol in the parking lot											X	
Dress code violations	X											
Slamming clubs into the tees or greens in anger								X				
Posting disparaging information about the Club in social media									X			