

Treatment of Staff

The Board of Directors and Management at Lake Chaparral have become aware of an increasing number of incidents of members not treating our lake staff with courtesy and respect. This has increased to the point where some of our lake staff, many of whom are young members of the Lake Chaparral community, have informed Management and the Board that they no longer feel safe working at the lake.

The Board of Directors have determined that this behaviour is abhorrent and is not acceptable in any way. It is certainly not justified by being annoyed that the ice is not meeting the member's personal standards of excellence.

Accordingly, the Board of Directors wishes to make clear to the membership that under the bylaws of the Chaparral Residents Association, Power of Directors section 53(d), the Board has determined that member's use of company facilities shall be suspended upon mistreatment of a member of the Board of Directors, Management or Staff as follows:

Suspension of Resident's Privileges for Mistreatment of Staff

1. The Chaparral Residents Association has zero tolerance for mistreatment of staff in any way.
2. Any mistreatment of staff, including verbal, will be cause for an immediate suspension of the member's use of the company facilities for a period of 24 hours. The determination of what constitutes mistreatment will be determined solely by the staff person and is not affected by the intention of the member's communication. Notice of suspension of the member's privileges is by verbal notice from a staff person and comes into effect immediately.
3. The suspended member will be requested to leave the lake premises. Failure to comply may result in a charge of trespassing under the Petty Trespass act, and/or the Trespass to Premises Act.
4. Any physical resistance of any staff person's request to leave the lake facility may result in charges of Assault under the Criminal Code of Canada.
5. There is no right of appeal of the 24 hour suspension. All suspensions will be reviewed by the Management and the Board after the fact.
6. Any member who has been suspended and then subsequently mistreats staff again will face suspension of privileges until such time as the Board agrees that membership privileges may be restored.
7. For a second offence suspension, restoration of membership privileges will require a meeting with the Board of Directors and agreement by a majority of the Board of Directors that they have good certainty that an offence will not re-occur.
8. For the purposes of this policy, staff includes full or part time employees of the Chaparral Residents Association and volunteer members of the Board of Directors.

While the Board, Management and the staff of the lake find that almost all of the interactions we have with the members to be respectful, there are a vocal few who cannot seem to behave appropriately. It is a poor reflection on our membership and community that the board is required to take this step.

If you have any questions, you may contact the Board via email at cra@lakechap.ca or the Manager at manager@lakechap.ca.

Any correspondence that is deemed to be impolite, argumentative or abusive will not be responded to, but will be kept on file for determination of suspension of privileges.

January 15, 2018