

CODES OF CONDUCT

Membership / Visitors, Staff and Board Members

The Codes of Conduct have been developed to ensure a safe, friendly and respectful place for members, visitors, staff and the Board to gather in the spirit of cooperation, relaxation, good will, fun and friendly competition. First, there will be a listing of a general code that applies to everyone and then there will be additional codes for the groups previously mentioned. The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior.

All members, visitors, staff and Board members are expected to conduct themselves in a manner that:

- Creates an environment and culture that is reflective of the personal integrity and respect taught in the rules of golf where it is written that we are capable of enforcing rules upon ourselves with honesty, integrity and good sportsmanship. This same integrity, honesty and good will are expected whether on the golf course, at the swimming pool or fishing in one of the three ponds open to club members and their families.
- Acknowledges ECCC as a family friendly environment and, therefore, refrains from using obscenities and loud boisterous behavior inappropriate for children and good taste
- Observes proper etiquette on and off the course; in and around the pool, ponds and club house
- Is reflective of being an Ambassador for Eagle Creek Country Club (ECCC) when out in the community, at other clubs and/or at ECCC. We are all representatives of Eagle Creek Country Club
- Shows the utmost respect and dignity to fellow members, staff and visitors
- Does not damage the character, integrity, good will, property and community view (local and/or the broader community) of ECCC and/or staff
- Is reflective of an adherence to ALL club rules (non all inclusive list below):
 - Sign in procedures in the Pro Shop
 - Rental and safe operation of carts in designated areas ONLY
 - Obeying guidelines concerning the areas on which carts are not allowed off the cart paths (i. e. par 3s and #4 for safety reasons)
 - Seeking staff approval for starting on hole number 10
 - Obeying signs “Open or Closed” and “irons only” for the driving range unless proper permission is sought and received from pro shop staff
 - Use and proper care of putting green
 - Use of swimming pool area and obeying lifeguard direction
 - Pride in the physical appearance of ECCC as it is reflective of you the member
- Demonstrates an understanding that members and visitors have no authority to instruct staff in job performance and duties
- Understands that the club manager is responsible for instructing the staff in the performance of their duties
- Is vigilant in reporting real or perceived safety hazards to staff and/or club manager
- Understands that the membership through the Board may make suggestions and/or directives to the club manager regarding the operation of the club
- Does not denigrate, talk down to, scream at staff members, general membership and/or guests and does not create unnecessary strife and divisiveness
- Does not misrepresent their position and/or authority to others

CODE OF CONDUCT

Board of Directors

This Code is developed to ensure a mechanism for establishing a business environment for the smooth operation and sound decision making process utilizing a spirit of cooperation.

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

- Reflects honesty, integrity and support for the best interests of ECCC in carrying out the day to day business and planning for the future of ECCC
- Affords the membership an identifiable method to voice concerns in a proper and consistent manner, namely:
 - A place to bring concerns, ideas and suggestions for appropriate consideration and/or action
 - A respectful place where they have the freedom to voice opposition and/or praise
 - A place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff
- Has a professional and healthy regard for confidentiality
- Is an unbiased participant in establishing guidelines that are sound for the entire club (golf and swimming) through feedback from the membership
- Is consistent with a committee system of operation, namely:
 - Structure:
 - Board members decide through a vote who will be the President and Vice President
 - The president through a participatory style then assigns responsibilities to remaining members for other offices and sub - committee chairs and members
 - Meetings:
 - The president calls and presides over meetings in accordance with the by – laws
 - Minutes of meetings will be maintained and posted for the general membership
 - The president, on behalf of the Board, sets the agenda each month and welcomes the membership to take an active part in the life of the club and to make suggestions and present ideas for improvement
 - Roberts Rules of Order will be followed
 - Conduct:
 - The Board will respectfully hear concerns, ideas, suggestions, and will, through a committee system, make and vote on motions for action or inaction
 - The Board will discuss, agree, disagree, seek further information, solicit advice from professionals in a particular discipline and gather as much information as possible about issues
 - Board members should always keep in mind and in their decision making the question “What is in the best interest of ECCC and its members?”
 - The Board will then, at some point, make a motion on an issue and vote after everyone has been heard
 - Once a vote is taken, however, Board members are expected to support the decisions to the membership and conduct themselves as a unified body

- It is not acceptable for Board members to 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 members, when made aware of an issue, should, invite that person or persons to the next meeting so their voices may be heard and if properly supported perhaps changes may be indicated to the earlier decision
- Recognizes and supports the club manager and/or superintendent in his/her efforts in assigning work to the staff and monitoring results
- Understands the Board does not become involved in or interfere with the club manager and/or superintendent in his/her daily managerial duties regarding work assignments to staff and does not instruct staff in how to perform their work

CODE OF CONDUCT

Staff

This Code is developed to ensure a mechanism for establishing a business environment involving a recreational facility and to ensure a smooth operation with dignity and respect. The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior.

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

- Reflects positively for the membership for a well kept and maintained environment to fish, swim and play golf
 - A place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff
 - A place that is a source of pride in its' physical appearance
- Compliments a welcoming, and aesthetically pleasing environment
- Is unobtrusive to golfers, swimmers and those who fish
- Is open to feedback regarding an immediate and or potential safety hazard for the membership and staff and handles it with an appropriate urgency
- Understands their job performance direction comes from the superintendent and/or the club manager and not from the membership or Board
- Respectfully refers questions and concerns regarding the performance of duties to the club manager and/or superintendent for action/inaction