



## CODE OF CONDUCT

The mission of Tuckahoe Recreation Club (“Tuckahoe” or “Club”) is to offer members a year-round swim, dive, tennis, and fitness facility that embraces the fundamental values of **family** and **community** in a fun and safe environment, while fostering a culture that respects and appreciates all members and guests.

In this regard, the goal is to ensure that all members, guests, and staff can expect to be treated with respect and consideration while at the Club. Members are responsible for ensuring that their own behavior, and that of their family members and guests, complies with this CODE OF CONDUCT. Tuckahoe is committed to providing a friendly and welcoming environment for all, regardless of gender, sexual orientation, ability or disability, ethnicity, socioeconomic status, and religion.

This CODE OF CONDUCT, which supplements the Club’s Policies and Procedures, establishes basic guidelines for all who participate in the Tuckahoe community, as well as consequences for non-compliance. The Club’s Executive Committee may propose adjustments to this CODE OF CONDUCT, as necessary and appropriate, for consideration and approval by the Board of Directors.

### A. EXPECTATIONS OF BEHAVIOR OF MEMBERS AND GUESTS:

- **Adhere to the Club’s By-Laws and Policies and Procedures.** The Club already has established By-Laws and Policies and Procedures, and this Code of Conduct is to further supplement those governing documents, which are designed to maximize the enjoyment of our facilities in a safe and respectful manner. All members and guests are responsible for reviewing and abiding by the provisions therein.
- **Appropriate Conduct.** All members, guests, and staff are expected to uphold the highest standards of behavior and to contribute positively to a welcoming and comfortable environment for everyone at the Club. Visits to the Club should be enjoyable and free from confrontation and hostility. Treat others with consideration and respect.
  - Do not use abusive, offensive, or profane language or gestures, including demeaning, discriminatory, or harassing behavior or speech.
  - Do not engage in improper conduct causing undue disturbance in or around the pools, tennis courts, fitness room, pavilion and eating areas, locker rooms, or any other areas on Club grounds.
  - Be mindful of your surroundings and of your fellow members, guests, and children. Alert management if you notice a dangerous situation, someone in distress, or violations of this CODE OF CONDUCT.
  - Cooperate with staff, management, and the Board of Directors regarding any review, investigation, or other informal inquiries.



- **Examples of Inappropriate Conduct.** Inappropriate conduct or behavior at Tuckahoe includes any action or conduct that is contrary to the values of respect, inclusivity, and safety, as well as any conduct or behavior that undermines the well-being or rights of others at Tuckahoe. The following behaviors, which are only examples, are considered unacceptable and will not be tolerated within the Tuckahoe community:
  - Violence, assault, threats of violence, or violent language directed against another person.
  - Sexist, racist, homophobic, transphobic, discriminatory, or other similar derogatory jokes and language.
  - Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
  - Inappropriate (without consent) photography or recording.
  - Inappropriate physical contact.
  - Advocating for, or encouraging, any of the above behavior.
- **Respecting Tuckahoe Staff.** The job of Tuckahoe staff, the backbone of operations, is to ensure the safety and welfare of participants on Club grounds. Tuckahoe is fortunate to have a dedicated staff who train, maintain, and monitor the facilities to deliver an enjoyable Club experience. Please be courteous and respectful with staff who are working to serve and protect.
- **Stewardship of the Club.** The future of Tuckahoe relies in part on how members care for the Club today. By conscientiously cleaning up after ourselves and our guests, dedicating a portion of our participation to maintaining the facility, and striving to care for what we have, members can build a stronger community and ensure that current and future members will be able to enjoy the facilities and valued traditions.

## **B. CONSEQUENCES OF VIOLATIONS AT TUCKAHOE RECREATION CLUB:**

- Should a violation take place, it will be addressed by management, and if necessary, will be elevated to the agenda of the Executive Committee and/or Board of Directors for consideration.
- Should there be damage to property or equipment of Tuckahoe as a result of the behavior, monetary restitution may be required.
- After consideration of the violation, the Executive Committee and/or Board of Directors, in close coordination with management and staff, will determine on a case-by-case basis the extent of the penalty, which may include a warning, and/or temporary or complete loss of Club privileges, either for a fixed duration of time or permanently.



**C. REPORTING GUIDELINES:**

- If a member (or guest of a member) is subject to, or witnesses, unacceptable or inappropriate behavior on Club grounds, such member (on behalf of the member's guest, as the case may be) should notify staff and management as soon as possible. Notification to staff and management also may be given via phone call or electronic message if in-person notification is not possible or appropriate at the time.
- If a member has any concerns or issues relating to the facilities of the Club that may affect the safety and welfare of members and guests on Club grounds, such member should notify staff and management as soon as possible, either in-person or via phone or electronic message.
- Staff and management will promptly prepare a report in writing of the incident, behavior, situation, and/or concerns and issues so that the facts are accurately established on record and maintained on file with the Club. Such report(s) may be elevated for consideration by the Executive Committee and/or Board of Directors.
- The identity of a member reporting incidents of behavior or issues relating to the facilities of the Club that may affect the safety and welfare of members and guests on Club grounds will remain confidential with Club management and the Executive Committee and Board of Directors unless and only until consent is expressly given by such member, or if any formal investigation would require the identity of such member to be furnished. Tuckahoe prohibits retaliation against any member for reporting or inquiring such incidents or issues in good faith, or for participating in an investigation or inquiry.

**D. ADDRESSING GRIEVANCES:**

- If any member (or guest of a member) believes that he/she has been falsely or unfairly accused of violating this CODE OF CONDUCT, such member should notify the General Manager (or if the circumstances require, the President or Vice President of the Club) with a concise description of the grievance.
- Grievances first will be objectively investigated by the General Manager (or if the circumstances require, the President or Vice President of the Club) to gather all of the facts and circumstances of the incident and grievance, in close coordination with staff. Grievances and appeals may be elevated to the Executive Committee and/or Board of Directors, at the discretion of the General Manager, President and/or Vice President for consideration and final disposition.
- All such incidents and grievances will be recorded in writing and maintained on file with the Club, and the final disposition and action of such incidents and grievances shall be made in accordance with Tuckahoe's existing governing By-Laws and Policies & Procedures.

To read our By-Laws and Policies and Procedures, please use the links below:

[Tuckahoe Recreation Club By-Laws](#) [Tuckahoe Recreation Club Policies and Procedures](#)