

## **Policy: Zero Tolerance for Abusive, Harassing, or Intimidating Behaviour**

**Adopted By:** Board of Directors, Lakes at Rocky Ridge Homeowners Association

**Effective Date:** **March 2nd 2026**

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### **1. Purpose**

The purpose of this policy is to ensure a safe, respectful, and professional environment within all condominium complexes and the Lake Club for the Lakes at Rocky Ridge Homeowners Association. The HOA is committed to protecting the wellbeing, dignity, and safety of its Board members, management representatives, contractors, employees, residents, and visitors.

Abusive, harassing, or intimidating behaviour undermines the effective governance and operation of the Corporation and will not be tolerated under any circumstances.

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### **2. Scope**

This policy applies to **all unit owners, tenants, occupants, guests, and visitors** of all communities located within the homeowners association and governs interactions with:

- Members of the Board of Directors
- The Corporation's management company and its representatives
- Contractors, service providers, and consultants
- Other residents, tenants, or occupants

This policy applies to behaviour occurring **in person verbally, in writing, by telephone, email, text message, social media, or any other form of communication**, whether on or off Corporation property when related to Corporation business.

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### **3. Prohibited Conduct**

The following behaviours are strictly prohibited and constitute a breach of this policy:

- Verbal abuse, yelling, swearing, insults, or derogatory remarks
- Threatening, intimidating, or coercive behaviour
- Harassment, bullying, or repeated unwanted communications
- Aggressive or confrontational conduct toward contractors or staff
- Interfering with or attempting to direct contractors after being advised not to do so
- Retaliatory behaviour following enforcement action or Board decisions
- Any form of hateful, discriminatory, or demeaning language or behaviour (including that related to race, religion, ethnicity, nationality, gender, sexual orientation, disability, or other protected characteristics)
- Any form of sexual harassment or behaviours

- Engaging with Board members, management, staff, or contractors while visibly intoxicated (alcohol or other substances), where this results in disruptive, abusive, or inappropriate behaviour.

The Corporation recognizes that residents may raise concerns or disputes; however, **all communications must remain respectful, civil, and appropriate.**

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#### **4. Expectations for Conduct**

All individuals are expected to:

- Communicate respectfully and professionally at all times
- Follow established communication channels
- Comply with directions from the Board, staff, management, and contractors acting within their authority
- Allow contractors and staff to perform their duties safely and without interference

Disagreement with a decision does **not** justify abusive behaviour.

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#### **5. Enforcement and Consequences**

The Board of Directors reserves the right to take any action permitted under the **Alberta Condominium Property Act, Regulations, Bylaws of the Corporation, and applicable legislation**, including but not limited to:

- Written warnings
- Restricted access to facilities and grounds
- Restrictions on direct communication with the Board or contractors
- Requirement that all communication be directed through the management company
- Fines or sanctions as permitted by the Bylaws
- Recovery of costs incurred as a result of the behaviour
- Legal action, including seeking injunctive relief if warranted

Serious or repeated incidents may result in **immediate enforcement action without further warning.**

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#### **6. Emergency and Criminal Conduct**

Any behaviour involving threats of violence, physical aggression, or criminal activity may be reported directly to law enforcement without notice to the individual involved.

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#### **7. No Retaliation**

Retaliation against any individual for reporting abusive behaviour or participating in an investigation is strictly prohibited and will be treated as a separate violation of this policy.

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#### **8. Policy Review**

This policy will be reviewed periodically by the Board of Directors and may be amended as required to ensure compliance with legislation and the effective governance of the Corporation.