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# **White Squirrel Golf Club**

## **Member & Guest**

## **Handbook:**

## **Policies & Procedures**

## **2026**



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## Welcome from the President

Welcome!

We extend our heartfelt gratitude for choosing White Squirrel Golf Club as your “home” for golf. We look forward to a rewarding relationship and creating memories together.

The purpose of this Handbook is to provide all Members and Guests of the golf course and its facilities with information about White Squirrel Golf Club and its benefits, policies and procedures affecting recreational use. It is intended to guide our daily practices, foster meaningful relationships, and a mutual respect for our members, guests, employees, and the golf course itself.

If you have any questions with respect to this Handbook, or any individual policy, please write to Brittany Nigh, Director of Golf, at [brittany@whitesquirrelgolfclub.com](mailto:brittany@whitesquirrelgolfclub.com).

May this season be filled with sunny days, lots of laughter, and unforgettable rounds of golf!

Warmest regards,

Mac Voisin  
President



## **About White Squirrel Golf Club**

White Squirrel Golf Club was created in March 2018 by Mac Voisin, Marcela Bahar, Al & Lynn Orth. We are excited for you to become a part of the community that is White Squirrel Golf Club. We exist because we love creating unique experiences for our guests, we love food, golf, and good times. We want to bring our community together. We take pride in serving locals, tourists, family and friends.

White Squirrel Golf Club boasts an 18-hole par 71 golf course and driving range. We offer year-round dining in our comfortable restaurant. Our proshop and patio are hubs of entertainment in the summer months.

### **Mission Statement**

To provide an exceptional recreational and dining experience dedicated to the highest quality guest service, delivered with a sense of warmth, friendliness, pride and team spirit.

### **Vision Statement**

To provide the ultimate recreational and dining experience in the most visually stunning setting on Ontario's west coast.



## Code of Conduct

The intention of this Code of Conduct is to establish clear and acceptable behaviour expectations for White Squirrel Golf Club members, guests and public user groups. It is not intended to restrict the rights of anyone but rather to ensure that all members, guests and public user groups can expect to be treated with respect while playing, working, or utilising the facilities at the Club.

Club staff is authorised to approach any person if proper behaviour is not adhered to. Serious infractions could result in cancellation of facility access or membership privileges, suspension of golf privileges at any time without refund or other disciplinary action as may be required. This includes conduct in the clubhouse, on the golf course, the driving range, driving golf carts and in dealings with employees. White Squirrel Golf Club requires that members and employees are personally responsible for their conduct and the conduct of their guests in all matters involving the consumption of alcoholic beverages on the Club premises. Control measures are put in place by White Squirrel Golf Club to ensure the safety of members and guests, but at no time are to be regarded as a substitute for personal responsibility.

- Any conduct considered threatening or harassing or that could threaten the physical or emotional safety of the individual and or others shall not be tolerated.
- White Squirrel Golf Club shall not tolerate sexual harassment of any kind. Sexual harassment includes any conduct, comment, gesture or contact of a sexual nature that is likely to cause offence, humiliation or that is known or ought reasonably to be known to be unwelcome. Although the offender may not perceive their comments or actions to be discriminatory or unwelcome because the defender did not communicate their discomfort does not excuse the behaviour.
- Inappropriate expressions of anger towards other members, guests or staff are not acceptable and foul or abusive language shall not be tolerated at any time. Under no circumstances shall any members or guests abuse any employee verbally or otherwise. Any complaints about employees or the operation of the Club must be made in writing to Director of Golf, Brittany Nigh. Verbal complaints will not be considered.
- Intoxication shall not be tolerated and anyone who exhibits behaviour that would suggest the person is intoxicated will be refused service and anyone believed to have consumed alcohol not purchased from White Squirrel Golf Club shall be dealt with accordingly.
- Any conduct that could result in damage to the property of White Squirrel Golf Club is deemed unacceptable. As is conduct that negatively impacts partnerships or business relationships that White Squirrel has created in the operation of the golf course.

Any member, guest or public player who believes that he or she, or his or her guest, have been offended by refusal of service by staff, or action taken by an employee, should not take issue



with the staff member. Any grievance should be placed in writing before the Executive Director, Dan McLaughlin at [dmclaughlin@whitesquirrelgolfclub.com](mailto:dmclaughlin@whitesquirrelgolfclub.com).



## **Sanctions Policy**

Members and Guests who are in violation of the Code of Conduct may be subject to sanctions and penalties. This may include suspension of privileges and/or termination of membership for Members who are in violation and termination of playing privileges and attendance to the facility for Guests who are in violation.

The sanctions imposed will reflect the seriousness of the maltreatment and harm to those affected.

### **Disciplinary Review Process**

- All complaints will be directed in writing to the Director of Golf.
- The Member or Guest will be notified of the complaint and given an opportunity to respond to the complaint.
- The Director of Golf will review the complaint and the response, and undertake further investigation as necessary.
- The Director of Golf may work to resolve the issue, or may issue a reprimand. They will involve a legal authority as appropriate.

### **Disciplinary Sanctions**

Based on the severity of the misconduct, White Squirrel Golf Club may apply any of the penalties for the Code of Conduct Code violations:

1. Issue a verbal or written warning to the Member or Guest.
2. Suspend the Member or Guest.
3. Expel the Member or Guest.

### **Other Considerations**

- While the complaint is considered, the Member will enjoy all membership privileges to which they were entitled to prior to the complaint.
- All violations of the White Squirrel Golf Club Code of Conduct shall be cumulative during the membership and actions/letter be kept on file.
- A Member or Guest who has been terminated or is under suspension shall not be invited by another Member to the Club.





## **Diversity & Inclusion**

White Squirrel Golf Club embraces an environment where equity, diversity and inclusion are cultural norms and where all individuals, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability, are respected and valued.

### **Definitions**

**Belonging:** Feeling supported, valued, and accepted when presenting one's most authentic self.

**Dignity:** Being treated respectfully and ethically because of one's inherent worth.

**Discrimination:** Treating people unequally or making a distinction based on prohibited grounds that results in a burden, obligation, or disadvantage that is not imposed on others or that limits access to opportunities, benefits, and advantages available to other members of society.

**Diversity:** The presence of a variety of unique qualities, identities, or experiences.

**Equity:** Access to opportunities that is fair and accounts for the different experiences people have based on factors that are protected by human rights legislation.

**Inclusion:** Creating a culture that embraces, values, and respects diversity and supports all members through equitable practices.

**Microaggressions:** Commonplace direct or indirect slights, insults, generalizations, or insensitive actions made at the expense of historically marginalized groups whether intentionally or unintentionally offensive.

**Prohibited grounds:** The characteristics that an employer must not use as reasons to discriminate against a person or group under human rights legislation. Sometimes called protected characteristics. Prohibited grounds may differ by jurisdiction.

**Unconscious bias:** The inclinations or assumptions (such as stereotypes and prejudices) that a person may have about social and identity groups, or the persons who belong to these groups, that operate without our awareness.

### **Client Service Standards for Accessibility**

White Squirrel Golf Club will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- o ensuring that all guests receive the same value and quality.
- o allowing all guests to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- o using alternative methods when possible to ensure that all guests have access to the same services, in the same place and in a similar manner.
- o considering individual needs when providing goods and services; and communicating in a manner that considers the guests disability.



## **Company Commitment**

- White Squirrel Golf Club is committed to observing and following relevant human rights, equity, and privacy legislation to prevent discrimination based on any prohibited grounds. The company is also committed to developing, learning, and following best practices to improve diversity, equity, inclusion, and belonging in every area of company operations.
- The company will strive to create a culturally competent workforce by:
  - Providing adequate training about diversity, equity, inclusion, and belonging;
  - Ensuring leadership teams are trained on unconscious bias regarding recruiting, performance management, and terminations;
  - Encouraging positive attitudes towards cultural differences;
  - Raising awareness of and eliminating unconscious biases and the harmful effects of prejudice, discrimination, and microaggressions; and
  - Learning from persons with diverse backgrounds and experiences.

## **Complaint Process**

If a patron feels that this policy has been breached, they may file a written complaint with the Director of People and Culture at [hr@whitesquirrelgolfclub.com](mailto:hr@whitesquirrelgolfclub.com). The complaint will be reviewed and addressed confidentially.



## Accessibility Policy

White Squirrel Golf Club is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization
- Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:
  - purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
  - our policies related to the Customer Service Standards
  - how to interact and communicate with people with various types of disabilities
  - how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
  - what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practical after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on-site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following: Online booking for all of our pre-booked services, On the phone, or in person. We will work with the person with disabilities to determine what method of communication works for them.



## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

## **Support Person**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, choose one of the following options:

- Fee/fare will not be charged for support persons if they are not playing golf and walking the course
- An amount of \$20.00 will be charged to the support person should they want the use of a power cart.
- Any support person who is playing golf will be required to pay any applicable rates for admission to our course.

We notify customers of this by posting a notice in the following location:

- On our website

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, White Squirrel Golf Club will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.



## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include: Lift Elevator

The notice will be made publicly available in the following ways:

- Posted on the lift
- Posted on our website
- Posted on our social media pages.

## Feedback Process

White Squirrel Golf Club welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Writing to us at [info@whitesquirrelgolfclub.com](mailto:info@whitesquirrelgolfclub.com)
- Via Phone at 519-236-4030

All feedback, including complaints, will be handled in the following manner:

- Received by a manager via email within 1 business day
- Customers can expect to hear back in 2-3 business days

White Squirrel Golf Club ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## Notice of Availability of Documents

White Squirrel Golf Club notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location:

- On our website

White Squirrel Golf Club will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and



- a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supported by our website and facebook.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

#### Employment

- We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
- We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.
- We consult with the applicants and provide or arrange for suitable accommodation.
- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.
- We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
  - information that is needed in order to perform the employee's job; and
  - information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability

We will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when the employee's overall accommodations needs or plans are reviewed; and
- when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.



## **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.



## Consumption of Alcohol Policy

All provisions of the Liquor Control Act and the Liquor License Act of Ontario and their regulations must be strictly followed.

Alcoholic beverages will be served in a responsible manner at all times. All applicable laws and regulations will be followed as they pertain to the service of alcohol to underage or visibly intoxicated persons.

Alcoholic beverages may only be consumed in licensed locations -Clubhouse/Patio, Golf Course, and Practice Areas. Consumption of alcoholic beverages is not permitted in the Parking Lot or Shuttle.

No alcoholic beverages other than those provided by White Squirrel Golf Club shall be permitted.

Any person not adhering to the above rules shall have privileges suspended and is subject to removal from the premises.

White Squirrel Golf Club assumes no liability for any injury, wrongdoing, or problem caused by breach of this Policy.

As a condition of use of White Squirrel Golf Club's premises and particularly, the provision of alcoholic beverages by the Club or its agents, all persons hereby expressly waive any liability on the part of White Squirrel Golf Club, or its agents, arising out of the consumption of alcoholic beverages and agree to indemnify and save harmless the Club, or its agents, from any and all claims, damages, or lawsuits referable to the consumption of alcoholic beverages.

White Squirrel Golf Club or its agents, advise the following:

- Members and Guests may be required to provide proof of age
- Members and Guests who are refused service shall vacate the premises upon request. Staff will assist in securing appropriate transportation.
- Service will not be provided to Members or Guests who are intoxicated, fighting, using profane or abusive language, or are misusing or destroying property of the Club or its agents.
- You may be asked to surrender the keys to your vehicle should staff feel you are intoxicated.





## **Smoking/Vaping Policy**

As outlined in the Smoke-Free Ontario Act, 2017 consumption of tobacco or cannabis by smoking or vaping (medical or recreational) is prohibited inside all Club buildings and on the Patio, as well as within 9 metres of any Club buildings or Patio.

Smoking is permitted in designated smoking areas, marked by the cigarette receptacles located around the facility.

Smoking is not permitted on power carts. Please do not leave cigarette butts on the playing areas, there are garbage receptacles on every hole as well as stationed at practice areas and outdoor dining areas.



## Membership Categories

White Squirrel Golf Club offers a number of membership categories as defined below.

**Unlimited (7-Day):** Unlimited Members shall have unrestricted playing privileges 7-days a week.

**Weekday (5-Day):** Weekday Members shall have unrestricted playing privileges Monday to Friday (posted rates apply on the following statutory Holidays: Canada Day (Observed), Civic Holiday).

**After 3PM (7-Day):** After 3PM Members shall have unrestricted daily play after 3 pm from the 3rd Friday in May to the first Monday in September, after 1 pm during other months.

**Intermediate Members:** Intermediate Members shall have unrestricted playing privileges 7-days a week. Intermediate Members qualify based on age (19-35) as of May 1st of the current membership year.

**Junior Members:** Junior Members shall have playing privileges after 2pm 7 days a week, or anytime if accompanied by a playing adult. Junior Members qualify based on age (6-18) as of May 1st of the current membership year. Junior membership includes registration into the Junior League.

All other players, guests, and public user groups will qualify as Guests/Public Players.



## **Membership Payment, and Refund Policy**

Annual membership dues and all fees for other services (power cart membership, driving range membership etc.) are payable no later than May 1st of the current membership year. A person who was a member of the club during the previous year who has not renewed their membership shall forfeit use of membership privileges and services until dues have been paid, or arrangements of an extended payment deadline have been made.

Membership or renewal of membership in Golf Canada does not take effect until annual club membership dues are received. To prevent a lapse in Golf Canada benefits, we recommend membership renewal by March 31st annually.

## **Membership Fee Refunds**

Refunds (less a \$175 service charge) may be requested in writing prior to the start of the season, or within 14 days of the start of season if no games have been played.

Partial refunds may be requested after the start of the season and up to July 1st, for the following criteria:

- Death or disability
- Relocation of a residence more than 80km from the Club, with the relocation taking place by July 1st.

No refunds will be issued for members who are unable to play for the full season or a portion of the season except described above.

## **Deferral of Paid Membership Fees**

Paid Members who are unable to golf after the start of the season due to a new or worsening medical condition or injury may be eligible to defer a portion of fees to the following year. Please see Medical Deferral Policy for details.



### Medical Deferral Policy

Members may be eligible to defer their membership or a portion of their membership to the following season should a medical condition prevent them from playing golf after the start of the current season.

Members must submit a written notice to the Director of Golf, requesting a deferral and supplying sufficient details for its approval. Medical documentation may be required.

Members with medical deferral status will be retained on the active membership list and continue to receive club communications.

Members whose medical conditions improves to allow them to resume golf may reinstate their membership. The full amount of the credit will be applied to the current year. Members can elect to purchase green fees rather than reinstate their membership and the deferral credit will continue to be applied to the following year.

No refunds will be issued after July 1st, for refunds please reference the Membership Payment and Refund Policy.



## Member Merchandise & Dining Discount

Paid members will receive the following discounts provided they show staff their Member Card. Members may be asked for identification to verify they are the cardholder. The discount will be as follows:

- 10% off applied to in-stock proshop merchandise. The discount does not apply to special order items. The discount cannot be combined with other offers.
- 10% on regularly priced menu items. The discount will not apply to ticketed events, specials, or special events. The discount will not apply to alcoholic beverages.

## Tee Time Booking

Tee times are available from 30 minutes after Proshop opening until dusk. This timing changes throughout the season based on daylight hours and weather.

### Pre-booking availability

Members -14 days in advance beginning at 7AM.

Public Players -7 days in advance beginning at 7AM.

For example, if the current date is Saturday, you have the option to book 14 days ahead (2 Saturdays) beginning from 7AM on the current date.

*There may be times of the year due to unpredictable and variable weather conditions the regular booking window is limited.*

Tee time booking is available online from our website, [www.whitesquirrelgolfclub.com](http://www.whitesquirrelgolfclub.com), 7 days a week, 24 hours a day. We strongly encourage you to book online using your WHSQ login and password. Our proshop team can help you navigate this at the beginning of the season.

Please provide accurate information at time of booking and update it if needed through your Tee-On Account or by contacting the Proshop. Members and Guests not providing accurate information on guest numbers or player names may be subject to Short Show or No Show fees or other disciplinary action.

Players must check-in at the Proshop at least 10 minutes prior to scheduled tee time.

Please respect the starter at the first tee.

Only foursomes will play unless special event or otherwise instructed.

Singles, twosomes, and threesomes will be paired together where availability exists.



Single golfer booking will be available only if at least 1 other golfer is in the tee time. We do not book standing tee times. Maximum online group booking size is 12 players.

## **Juniors**

An adult must accompany junior golfers prior to 2PM. Juniors may book tee times as available after 2PM.

## **Tournaments and Events**

Members are encouraged to check the online Public Events Calendar for tournament dates and special events that would limit tee time access.



## Tee Time Cancellation Policy

### For Club Members

Tee time cancellations are required 24 hours prior to play.

Failure to properly notify the pro shop of a cancellation will result in the full amount of the booking being charged directly to the member(s) that made the reservation.

Tee-times can be modified up to 4-hour notice.

In the event of a short-show without minimum 4 hour notice (e.g. Booking for 4 players, showing up with 2) the member will be charged the difference between the number of players playing and booked.

Tee-times can be cancelled online up to 24 hours in advance of booking. Tee-Times can be edited online up to 4 hours in advance of booking. Members can view this in their **Tee-On account > My Account > Booked Times**.

Exception to this is in the case of inclement weather conditions or emergency, or in the event the golf course does not permit power carts.

### For Public Players

All tee-time bookings require a valid credit card on file. We require 24 hours cancellation or amendment to tee-time bookings for eligibility for refund.

You must call or email the Pro Shop 24 hours or more in advance to cancel or change the number of players in your booking without penalty. Failure to do so (or doing so within the 24 hour window) will result in the card on file being charged the posted green fee rate for the booking if the group does not show up, or shows up with less players than has been booked (short-show).

If the booking of the time tee-time falls within the 24 hr booking policy timeframe, then the tee-time automatically becomes non-refundable.

Credit Card on file will not be charged at time of booking, unless you opt to pay online.

Credit Card on file will only be charged in case of a late cancellation, Short Show, or No Show.

A green fee "raincheck" for the equivalent of the charged amount will be issued to the booker.

Exception to the above policy is if the golf course is deemed unplayable or the golf course is not able to permit power carts, due to weather on the day of play.

**Players repetitively not following the cancellation policy as outlined herein will be subject to suspension of playing privileges.**



## **Course & Driving Range Closure Policy**

White Squirrel Golf Club reserves the right to close the Course to play due to inclement weather and/or unplayable conditions. When possible, the Course will remain open for play to walkers only, however, power cart usage may be restricted or denied.

Notification of course closure or power cart restrictions will be through email. We will strive to provide as much notice as possible, however, these weather events are often unpredictable.

Golf Course closure will not always coincide with Driving Range Closure, depending on the nature of the inclement weather event.

Notification of Driving Range closure will be through social media.

Spring opening and fall course closure will be at the discretion of the Superintendent and Director of Golf. We will endeavour to keep the golf course open as long as possible, provided weather and course conditions allow.





## Power Cart Rental Policy

All Members and Guests must advise Pro Shop of their intent to use a power cart and for the appropriate number of holes and pay the appropriate fee prior to teeing off. Power cart rental fees are per golfer. Members or Guests riding without payment may be subject to disciplinary action.

**No minors (persons under 19 years of age) permitted to operate a cart at any time.**

Additional fees may be charged per Single Rider Policy.

White Squirrel Golf Club reserves the right to revoke the use or cart membership agreement of a power cart if misuse or negligence occurs.

## Power Cart Usage

- Power carts are to be kept on cart paths whenever available.
- Cart usage may be limited as weather and course conditions indicate.
- Carts must follow all signage and ropes.
- Carts are not permitted in areas of fescue, tall grass, naturalised areas or mounds (especially bunker complex on #10)
- Carts are not permitted within 20 yards of greens, tees or sloped areas surrounding tees or greens unless cart path permits.
- The Member or Guest promises and agrees to return their golf cart immediately following the completion of the round in as good condition as received.

Any exceptions to these guidelines fall under Blue Flag Policy.



## Safe Operation of Golf Carts

- No horseplay or joy riding.
- Prior to starting, check to see if the golf cart is set to go forward or backward, and make the required adjustments if necessary.
- Golf carts must carry **no more** than two people and two bags.
- Do not start the golf cart until all occupants are seated.
- Never stand up in a moving golf cart.
- Never drive with your legs or feet hanging out.
- Start the golf cart only after all other golfers have completed their drives from the tee. Do not drive out ahead of the ball that is closest to the tee. Never keep driving when a nearby golfer is playing a shot.
- Drive straight up and down a hill. Driving across can cause the position of the golf cart to tilt and overturn.
- Never make a sharp turn, even on a straight-away. Approach a hill or rise in a straight line. To turn at the bottom of a hill, go straight and turn slowly at a large angle.
- Set the parking brake before leaving the cart.
- No minors (persons under 19 years of age) permitted to operate a cart at any time.

## Carrying Objects

When carrying objects, make sure they will not interfere with the gas or brake pedals and the steering wheel, causing the cart to go out of control.

## Always be aware of your Surroundings

Watch for pedestrians, potential hazards including steep hills, bridges without curbing or railing, bridges at the bottom of hills, drop-offs along the cart paths, water hazards near the course, rough terrain or paths, blind spots, places where golf carts and foot traffic mix, and places where golf cart traffic and automobile traffic mix. Watch for speed bumps on cart paths in areas where speed is restricted.



## Single Rider Policy

The following has been put in place due to address the use of single carts, which have a detrimental effect on the golf course and cart fleet. Our existing cart fees and membership rates are based on the use of double occupancy and are not intended for players to be using a cart on their own.

We have established the policy, in order to accommodate those, who due to many reasons may wish to ride on their own opposed to sharing a cart. The additional fees are necessary in order to allow for people to feel safe and also limit the potential negative long-term effects on the facility.

### **Public Players/Multi-Pass Holders/White Squirrel Golf Club Members**

If a public player requests to ride a power cart on their own, as opposed to riding with a second individual in their group they will be allowed to do so provided: they pay an additional Single Rider Fee of \$15+hst for 9 holes, \$20+hst for 18 holes, on top of the green fee/cart fee already paid.

*The additional fee will not apply in the following circumstances:*

- A player who is a single or the lone rider in the group
- A group of 3 or 4 golfers where one person is walking, provided there are no more than 2 carts in use by the 3 riders in that group

### **Members with a Seasonal Cart Membership**

If a member of White Squirrel Golf Club who also holds a seasonal cart membership, whether that be a single cart membership or couples cart membership, wishes to ride a power cart on their own, as opposed to riding with a second individual in their group, they will be allowed to do so provided: they pay the additional fee outlined in section (1) above. As an additional option, they may make a one-time payment of \$50+hst per-person to have “solo” riding privileges.



## Blue Flag Policy

White Squirrel Golf Club recognizes that individuals using Blue Flags require some relaxation of the Power Cart Policy guidelines in order to provide access to the golf course while maintaining pace of play and appropriate golf etiquette. At the same time, Blue Flag users must be aware of the potential damages created by carts and agree to follow the outlined conditions below:

- Carts may be taken within the limits of the fairway designated by “no carts” or “carts (with arrow)” signage. **However, carts shall not be taken onto the sloped areas of greens and tees, on green approaches, or between bunkers and the putting surface.**
- Carts are at no time permitted in the fescue (tall grass) areas, as these are highly susceptible to damage.
- It should be understood that the relaxed cart rules are intended to provide assistance to the Blue Flag user only, and not intended for the passenger. Cart use to and from the passenger’s ball should conform to the guidelines outlined in the Power Cart Rental Policy.
- During certain times of year or certain inclement weather events it may be necessary to restrict or modify all cart use, including Blue Flag users. Blue Flag users will be expected to follow instructions of Pro Shop with respect to cart use.
- Blue Flags will be provided by the Club and made available at the cart staging area prior to golf. Please make Pro Shop aware that you would like to take a Blue Flag.

Members or Guests requiring use of Blue Flag for an extended period of time are asked to submit a request to the Director of Golf.



## **Dress Code**

White Squirrel Golf Club offers members and guests a relaxed and fun golfing experience. We want you to be comfortable, but with that in mind, we still like to maintain modest dress guidelines. Jeans and athletic lifestyle wear are welcome, but please no ripped jeans or cut-offs. Swimsuits, short shorts, tank tops and halters should be reserved for the beach. At all times on the property, shirts are required.

Golf shoes (dimpled or soft-spiked), including golf sandals or other athletic footwear are required on the golf course. Work boots, cowboy boots, hiking boots, and other footwear deemed inappropriate or unsafe will not be permitted on the golf course. At all times on the property, footwear is required.

You can visit our pro-shop if you need golf attire that is comfortable and compliant. Club management is empowered to decline service if dress code and safety standards are not met.



## Golf Etiquette Policy

The guidelines for good golf etiquette are in place for safety, keeping the game enjoyable, maintaining the quality of the golf course, and good sportsmanship. Golf etiquette is an essential part of the game.

### Safety

- Keep a safe distance when others are teeing off. Do not swing your own club until you know all group members are at a safe distance. Never swing a club in outdoor dining areas or cart staging areas.
- Never swing in the direction of another player, even on a practice swing. There may be stones, twigs, or other matter in the grass that can fly up and injure a player.
- Do not hit your ball until you are certain the group in front of you is out of range. This is important to remember even if the group has finished putting and is exiting the green.
- If your ball does appear to be heading towards another player or group, give a warning by yelling “FORE”, loudly!
- Observe safety guidelines for power carts and other signage. Keep carts on the paths as much as possible.
- Never throw clubs out of anger.
- Keep music to a minimum. Music should not be audible to other golfers (on the adjacent holes, or group ahead or behind you). If music becomes a distraction you may be asked to turn it off.

### Maintaining Pace

- To avoid any confusion, and to ensure that our policies are enforced in a consistent manner, the methods used to identify groups that are behind an acceptable pace of play are made as simple as possible. If you have fallen back, relative to the group ahead of you, you are behind!
- We welcome golfers of all abilities, however, it is a condition of playing at this course that you play within the stated pace of play and do not fall behind the groups ahead. The Player Assistant will give your group fair opportunities to catch back up to the group ahead of you (the number of opportunities will depend on how far behind you have fallen). If your group still is not capable of catching the group ahead you may be asked to play a more forward tee or pick up your ball and move ahead into position. We want all our Members and Guests to enjoy a relaxing time on our course without feeling they are being pressured, but sometimes these actions must be taken to ensure unacceptable delays do not occur on the course. Failure to follow the Player Assistant’s instructions could result in removal from the course.
- Be prepared to hit your shot, before it is your turn.



- Traditionally, the player that is furthest away hits first. In friendly games, this rule can be ignored in favour of “ready golf”. If you are paired up with others, agree to ready golf before teeing off.
- Searching for lost balls should be kept to a minimum. If you do need the full 3 minutes to search, allow the group behind you to play through.
- Keep up with the group in front of you. If you fall behind, allow the group behind you through.
- If two players are sharing a cart, drop players off at their ball with a couple of clubs and meet again further down the hole. Going back to the cart to get another club can be inefficient.
- Always leave the putting green as soon as the group has putted out. Scoring can be done on the next tee.

## **Be Kind to the Course**

- Observe cart rules and signage.
- Keep carts away from tees, greens, mounds, and hazards. Cart traffic can cause significant damage in these areas.
- Replace divots in all areas of the course. Grass seed boxes are on all par 3 tees to replace divots.
- Repair ball marks properly on greens.
- Avoid taking a divot on a practice swing.

There are many other points of golf etiquette to observe. We think that the PGA of America, PGA of Canada, Golf Canada, and the R&A all provide valuable information on golf etiquette. For additional resources, please contact the Director of Golf.



## **“On-Course” Presence of Non-Golfers**

Non-playing persons may accompany golfers on the course as follows:

- A cart fee (either 9 hole or 18 hole posted rate) is applicable for all non-playing persons who accompany golfers on the course.
- Non-playing persons who accompany golfers on the course who wish to walk will be permitted to do so after 6PM.
- Infants & Children (includes all Non-Golfing persons under the age of 16) as well as strollers are permitted after 6PM.
- Parents/Legal Guardians will be required to sign liability waiver on behalf of any minors (all Non-Golfing persons under the age of 16).

Any non-playing persons must follow safety protocols, power cart procedures, and all other on-course etiquette and Code of Conduct. Any non-playing persons found to be a distraction to playing persons or groups that have failed to maintain pace of play that have non-playing persons joining, will be asked to evacuate the playing area.

Support persons should refer to the Accessibility Policy.





## **Rain Check Policy**

We want to ensure that you have a great day at White Squirrel, rain or shine. If it starts raining during your round, receive a rain check for the full value of your guest fee. If you purchase an 18-hole green fee, you will be entitled to an 18-hole rain check. The same applies for 9-hole guest fees & power cart rentals.

Rainchecks are valid for the season of purchase only.

Rain checks must be requested in the Proshop on the day of the inclement weather event and are issued via email. When requesting a rain check, please be kind and remember employees are not responsible for inclement weather.

Rainchecks cannot be used for Tournaments or Leagues Closings.

Once a member or guest has teed off, no refunds will be issued.



## Inclement Weather Policy

Ultimately, it is the individual that is responsible for personal safety. An individual has the right to take appropriate action when threatened by lightning or inclement weather. White Squirrel Golf Club employees will warn guests and other staff members of lightning in the area.

In the event of an impending lightning storm or inclement weather, please remember that the Club has established criteria for when to sound a warning. The Pro Shop Attendant on duty will monitor and assess an approaching storm by weather station/internet service, and make the decision to sound a warning based upon visual sighting of lightning or other inclement weather. **One long horn blast will signify lightning in the area and players should seek shelter immediately.** When you hear the warning horn blasts, please communicate the significance to everyone around you and do not take chances. Players are responsible for their equipment during this time. Club employees will not take responsibility for bringing in equipment from inclement weather.

**The Pro Shop Attendant will monitor storm activity and advise guests and members via three short horn blasts, when the area has been clear of lightning for a minimum of ten minutes to resume play.** Please be kind and remember employees are not responsible for inclement weather.

For natural disasters or severe weather events, please refer to our Emergency Response Plan.



## Heat Stress

The nature of business at White Squirrel Golf Club necessitates being outdoors for long periods of time. Hot conditions of any kind can put your body under a lot of stress. Members and Guests should be aware of their environment and be alert for conditions that could cause heat stress.

- Heat stress occurs when heat causes the body's cooling system to fail. When heat is combined with physical activity, a loss of fluids, fatigue, confusion, and sometimes loss of consciousness and collapse can occur. With worker awareness, the potential for injury can be limited.
- To be sun safe, take the following steps:
  - o Use sunscreen with SPF 30 with UVA/UVB protection. Pay special attention to ears, nose and neck.
  - o Apply sunscreen 30 minutes before going outside and re-apply every three hours.
  - o Drink extra water when in the sun, 6-8 glasses per day.
  - o Wearing a hat regularly can significantly protect your eyes from UV radiation. A 3-inch brim hat provides your forehead with SPF of 20, the nose SPF 7 and cheeks SPF 5.
  - o Tightly woven fabrics will block the sun's rays best.
  - o Wear loose fitting clothing that protects as much of your skin as possible.

|                               | <b><i>Cause</i></b>                                                                            | <b><i>Symptoms</i></b>                                                                                                                                        | <b><i>Treatment</i></b>                                                                                                                                                                                                   |
|-------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Heat Rash</i></b>       | Hot humid environment and plugged sweat glands.                                                | Red bumpy rash with severe itching.                                                                                                                           | Change into dry clothes and avoid hot environments. Rinse skin with cool water                                                                                                                                            |
| <b><i>Heat Cramps</i></b>     | Heavy sweating drains a person's body of salt, which cannot be replaced just by drinking water | Painful cramps in arms, legs or stomach which occur suddenly. Cramps are a warning of other more dangerous heat induced illnesses.                            | Move to a cool area; loosen clothing and drink cool salted water. If cramps don't go away, seek medical aid.                                                                                                              |
| <b><i>Heat Exhaustion</i></b> | Inadequate salt and water intake causes the body's cooling system to start to break down       | Heavy sweating, cool moist skin; body temperature over 38°C, weak pulse, and the person is tired, weak, and clumsy, is very thirsty and is breathing rapidly. | <b>Get Medical Aid!!</b> This condition can lead to heat stroke, which can kill. Move a person to a cool, shaded area; loosen or remove excess clothing; provide cool salted water to drink, fan and/or spray with water. |
| <b><i>Heat Stroke</i></b>     | If a person's body has used up all its water and salt it will stop sweating.                   | Body temperature over 41°C and one of the following: weakness, dazed, upset, hot, dry or red skin, fast pulse or a headache. A person may pass out.           | <b>Call Ambulance!!</b> This condition can kill a person quickly. Remove excess clothing. Fan or spray person with cool water; offer sips of cool water if person is conscious                                            |



## **Emergency Response Plan – Ontario**

### **Intent**

White Squirrel Golf Club is committed to protecting the health and safety of its employees and visitors to the premises. In pursuit of this, the company has established an emergency response plan to address potential and foreseeable types of emergencies affecting the company. This plan outlines the processes and procedures for appropriate responses to emergencies.

### **Guidelines**

Employees must report an emergency event immediately to a member of management or other appropriate authority. For the purposes of this plan, an emergency is an instance or combination of instances of unsafe conditions that pose a threat to people or property, and include instances of fire or smoke; natural disaster or severe weather; chemical, biological, or radiological incidents; structural failures; and missing persons.

Not all emergencies require the same level of response. Appropriate responses are dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property.

### **Employee and Visitor Evacuation Procedure**

If White Squirrel Golf Club declares that an evacuation of the premises is necessary, employees and visitors must follow these steps:

1. Stop working and shut down any equipment using the emergency stop;
2. Proceed to the closest emergency exit, following posted evacuation routes;
3. Use stairwells instead of elevators;
4. Touch doorknobs and door handles carefully to check for heat and if hot, proceed to next closest evacuation route; and
5. Proceed to designated meeting area at (Squirrel Statue – “Chip” ) unless otherwise instructed.



## **Bomb Threats**

In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. Therefore, all threats will be treated as real in order to protect lives and property, and the premises will be evacuated immediately. In the event of a bomb threat, immediately call 911.

## **Fire or Smoke**

The primary purpose of the fire procedure is to provide a course of action for all personnel to follow in the event of a fire or smoke emergency. Any blaze (fire) of combustible materials causing danger of burns from fire or suffocation or choking from smoke inhalation can initiate the fire or smoke response procedure. This plan can also be implemented for fires nearby where there is a clear danger of the fire spreading to our facility or causing the air to become unbreathable due to smoke.

- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911 and follow any and all instructions from the dispatcher.
- Keep low to the floor to avoid inhaling smoke.
- Once safely in the designated meeting area, assign someone to wait in a safe location to direct response personnel directly to the fire.
- If the fire is small, have an appropriately trained employee assess and extinguish the fire. (Note: Only trained personnel should make fire assessments and use fire extinguishers; everyone else should evacuate immediately.)
- If the fire cannot be extinguished, evacuate the building immediately.
- While evacuating, if safe to do so, assist anyone in danger or who cannot evacuate quickly. For those with mobility or accessibility needs, follow the plan established for evacuation.
- As the area is being evacuated, if it is safe to do so, take steps to contain the fire. For example, close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners. Evacuation should be the primary goal, so do not go out of your way to complete any of these tasks.
- Report to the designated emergency evacuation area at (Squirrel Statue – “Chip”).
- Immediately report any employees, customers, visitors, contractors, or individuals who have remained in the building or refused to leave.
- Do not return until it has been declared safe to do so by the fire department.

Depending on the situation managers may dismiss employees for the day.

## **Natural Disaster or Severe Weather**



In a broad sense, a natural disaster or severe weather means any emergency caused by inclement weather conditions or tectonic activity and may include tornados, floods, earthquakes, blizzards, severe thunderstorms, and in some cases, may also include excessive periods of intensely cold weather, or intensely hot or humid weather.

The company will take all reasonable measures to be proactive in responding to emergencies and may send employees home where emergencies can be anticipated. Management will notify employees of any such arrangements.

The primary purpose of the natural disaster or severe weather procedure is to inform employees and visitors of the procedure to follow in the event of a sudden or unexpected natural disaster or severe weather occurrence.

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and blinds.
- Instruct all employees and visitors to move away from windows and doorways.
- If necessary, gather employees and visitors into the Acorn basement or, if no basement is available, into bathrooms or other enclosed area.
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the natural disaster or severe weather has passed.
- Stay calm. Encourage others to stay calm also.
- Isolate at the premises until the natural disaster or severe weather has passed.

## **Chemical, Biological, or Radiological**

This response will be initiated for any release of hazardous materials, toxic chemicals, or other dangerous agents within the vicinity of White Squirrel Golf Club, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials. The purpose of the chemical, biological, or radiological procedure is to inform employees and visitors of the steps to take if a contaminant, virus, or other harmful agent poses an immediate threat. Standards and practices related to WHMIS should be followed whenever possible.

- Immediately notify anyone in the area that could be negatively affected by the hazardous release;
- Call 911 to report the situation and follow any instructions given by the dispatcher;
- Notify managers and Executive Director as soon as safe to do so; and
- Commence evacuation procedures.



## **Structural Failure**

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure. Structural failure may occur when the structural integrity of the building is compromised, leading to unsafe conditions. Failures or pending failures include (but are not limited to) collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

- In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency lighting is fully operational. If emergency lighting fails, follow the evacuation procedure. If the power outage is prolonged, consult with managers to discuss dismissing employees for the remainder of the day.
- In the case of water, heat, or other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. Where required, the local utility provider will be contacted to assess and resolve the situation. If the shutdown is prolonged, Management may dismiss employees for the day.
- If the building itself fails, evacuate from the nearest available exit if safe to do so. If no safe exit is available, find shelter under a strong table or other structure.

## **Missing Employee or Visitor Procedure**

The purpose of the missing employee or visitor procedure is to ensure that all necessary steps are taken if the whereabouts of an employee or visitor cannot be accounted for during an emergency.

- When necessary, shut down all equipment to allow the search to be undertaken safely.
- If safe to do so, employees will be directed by the response or assessment team member to systematically search the premises, both inside and outside, including rooms, bathrooms, offices, and other areas.
- If a search of the premises proves unsuccessful, the response or assessment team member will notify local law enforcement by calling 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family or responsible party of the missing person will also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.
- All previously contacted persons and law enforcement will be notified if the missing person turns up due to search or of their own accord.



## **Alternative Formats**

It is critical that all employees, volunteers, visitors, customers, and guests know and understand the emergency response plan. In accordance with the Integrated Accessibility Standards Regulation, this plan will be provided in an accessible format upon request that meets the needs of the individual. Alternative formats can be requested by contacting Human Resources at email at [HR@whitesquirrelgolfclub.com](mailto:HR@whitesquirrelgolfclub.com)

Management will consult with the individual to determine their accessibility needs and provide them with a copy of the individual response plan in an accessible format in a timely manner