



HICKORY HILLS RESIDENTS ASSOCIATION

POLICIES AND GUIDELINES

ESTABLISHED BY THE BOARD OF DIRECTORS

From time to time the Board of Directors makes decisions to which residents may refer.

These decisions are the attached Policies and Guidelines.

These Policies and Guidelines do not meet the criteria to become Bylaws as they can be revised or cancelled at any time by the Board of Directors.

Revised April 2026



BOARD OF DIRECTORS' ESTABLISHED POLICIES AND GUIDELINES

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REFERENCE: Access Fobs

Effective Date: September 2015

Board members obtain a special access fob. This fob is to be returned to the office when the person is no longer a board member.

If the special access fob is lost or damaged, it must be immediately reported to the Office. The board member must purchase a replacement access fob.

The cost of replacing the Clubhouse security access fob is currently \$20.00 whether the fob is lost or damaged.

Revised April 2026

REFERENCE: Closure of Sauna

Effective Date: September 9, 2001

Effective June 2012, the Hickory Hills Residents Association Board determined that the sauna would be restructured to be utilized as archives. Documents of historical significance and the necessary Association financial transactions are to be stored here.

Cedar walls and utilities will remain under the original agreement with the Town.

Reviewed November 2023

REFERENCE: Food for Special Functions

Effective Date: April 25, 2008

Hickory Hills Residents Association does not provide food and/or beverages for special functions e.g. Funeral Receptions, Retirement Parties.

Caterers are required to provide proof of current WSIB coverage (if applicable) and a current Certificate of Insurance. These must be updated annually.

Revised April 2026



REFERENCE: Funeral Receptions in Clubhouse

Effective Date: January 22, 2002

There is no charge for the use of the Club House for a reception following the funeral or memorial service for a resident of Hickory Hills.

Reviewed November 2023

REFERENCE: Hiring Entertainment

Effective Date: October 7, 2010

No Hickory Hills resident can be paid for entertaining at a Hickory Hills sponsored event.

Entertainment may be hired for the Hickory Hills community. The event Organizer is responsible for:

1. Obtaining a current Certificate of Insurance from the Entertainer(s).
2. Ensuring that the event is properly operated, following HHRA Regulations and Town of Tillsongburg Regulations.

Revised April 2026

REFERENCE: Non-Residents Using H.H.R.A. Clubhouse Facilities

Effective Date: September 12, 2008

Non-residents may not take part in regularly scheduled Clubhouse activities.

Non-residents as a guest of a resident (2 tickets per household) may attend social events.

Revised November 2023



REFERENCE: Notices on Boards in Front Entrance

Effective Date: July 12, 2001

The Office Administrator will approve, initial and date any notice to be posted on the boards in the front entrance. Notices must pertain to Tillsonburg and surrounding area.

The inside entrance of the Clubhouse is to be kept free of commercial advertising and business cards. Notices may be posted for a period of one month.

Reviewed November 2023

REFERENCE: Parking Permits

Effective Date: May 26, 2007

Parking Permits are required by residents who wish to park a private vehicle or recreation vehicle in the Hickory Hills Clubhouse parking lot.

RESIDENTS may park a private vehicle for 4 days with a permit.
VISITORS may park for 3 nights with a permit.

This includes both private vehicles and recreation vehicles. Recreation vehicles are to be parked at the west end of the parking lot, parallel to the grass median. Please see the Office Administrator for a permit. The permit is to be displayed in the vehicle, so it is clearly visible. Failure to do so may result in a vehicle being towed at the owner's expense.

Revised November 2023

REFERENCE: Programs for Donations and/or Personal Gain

Effective Date: April 8, 2010

Outside individuals or groups are not permitted to present programs for monetary gain to the residents of Hickory Hills.

Solicitation for donations of money from the Hickory Hills Residents Association from any organization or business is not permitted.

Residents may collectively select charitable causes for fund raising.

Reviewed November 2023



REFERENCE: Rental of Clubhouse for Private Functions

Effective Date: January 1, 2017

Residents wishing to rent the Clubhouse for Private Functions will be required to sign a Rental Agreement. Rental is only confirmed with a fee of \$100 and a refundable security deposit of \$200. Please see the Office Administrator to obtain a copy of the Rental Agreement.

The refundable deposit required at the time of signing of the Rental Agreement will be held in case of any damage to the building or property. The property and building will be inspected on the next business day following the function and depending on the result of the inspection, all, part or none of the deposit will be returned.

In one calendar year, any one household may rent the Club House Hall a maximum of six times.

Residents may rent the Main Hall **OR** the Craft Room for the \$100 fee. Only one of the rooms can be rented on one date.

Reviewed November 2023

REFERENCE: Residents Using Clubhouse for Net Profit

Effective Date: October 7, 2010

Any individual resident wishing to use the Club House for net profit will be required to rent the facility at the going rate and provide proof of liability insurance with a rider stating Hickory Hills Residents' Association as a direct payee.

The current fee for rental of the Club House shall be charged.

Reviewed November 2023

REFERENCE: Responsibility of Participants in Activities/Events

Effective Date: April 25, 2008

Participants in any activity/event in the Club House are responsible for returning the area used to the proper condition for use by the next group.

The Office Administrator is not responsible for returning any equipment to storage or re-arranging furniture, unless specifically asked to do so by a Board of Directors member.

Reviewed November 2023



REFERENCE: Limitations on Booking Hall Time during Holiday Periods

Effective Date: April 13, 2016

Any resident of Hickory Hills may book only one private reservation of the main hall per holiday period. This is to ensure equitable access to the facility by all members of the community.

"Holiday Period" covers the full range of dates normally associated with Easter, Thanksgiving and Christmas (starting December 1st through December 30th.) New Year's Eve and New Year's Day is reserved for the **HHRA** Entertainment Committee.

Booking availability is subject to **HHRA** calendar events scheduled by the Entertainment Committee, the Board and active HHRA Clubs and prior (deposit paid) reservations.

Residents wishing to book the main hall for private parties during the above-specified holiday periods will be required to submit their request for their date to the Association office by no later than January 31st. No bookings for holiday periods will be confirmed to any resident prior to January 31st.

If 2 or more residents make a request for the same date, a draw of those names will be held for the date in question on the last business day of January and the winner of the draw will be advised by no later than February 10th.

Once the winner has been notified, their security deposit must be provided to the office by no later than 2 weeks from date of notification. If the security deposit is not received within this time frame, the booking will be lost and if necessary, a second draw will take place.

Where no conflict of date occurs, all residents who have submitted requests will be advised by February 10th and security deposits will need to be provided to confirm the booking within a 2 week time frame to secure the date. If the deposit is not received within the specified time frame, the reservation request will be void.

Once the above process is completed, any booking requests received (after the January 31st deadline) will be processed on a first-come, first-served basis.

Revised April 2026



REFERENCE: Requests for funds by Activities groups

Effective Date: October 2017

As per bylaw 3:02 the HHRA must provide the equipment for activities held at the clubhouse.

Any individual or group wishing to start up a new activity for Hickory Hills residents will be required to provide to the HHRA Board of Directors a presentation on the projected activity showing the sustainability of the program as well as the viability of members. If sustainability is proven the Board of Directors will provide funds for equipment costs as per bylaw 3:02

Existing activities groups who seek financial assistance for new or additional supplies will be required to provide a detailed wish list by August 1 of each year.

Revised November 2023

Reference: Real Estate “Sold” Sign Removal Policy

Effective Date: May 24, 2017

The purpose of this policy is to maintain the appearance of Hickory Hills and the property values of the homes within its boundaries. No other signs (except contractors during the work period, standard realtors’ and election signs), billboards, notices or advertising matter of any kind shall be placed on any Lot, Building or personal vehicle, except with the prior consent of the Board and provided that the same are not in violation of the municipal sign By-law or any other applicable authority.

All Real Estate Signage shall be removed no greater than 7 Seven days after the Signage has been updated with “SOLD” or equivalent.

Reviewed November 2023



REFERENCE: Ticket Sales for Clubhouse Events

Effective Date: April 13, 2022

Tickets for Clubhouse Events are to be sold at Saturday morning Coffee Hours.

For the first week, ticket sellers are to be 2 experienced Entertainment Committee persons. For non-EC events, the convenor or designate of said event must be one of the ticket sellers.

The first week of ticket sales will be held in the Lounge beginning at 9 a.m. Subsequent dates for said ticket sales will be held in the Main Hall at 9 a.m.

No preference for ticket sales is to be given to persons selling these tickets, or residents who are working at the Coffee Hour (kitchen/lucky draw). You must find someone to purchase your tickets.

Each household is eligible to purchase 2 tickets, one of which may be for a non-resident of Hickory Hills.

Should one resident be purchasing tickets on behalf of others, he/she must provide a list of names for whom these tickets are being purchased.

Should one resident wish to purchase enough tickets for an entire table, he/she must provide names for whom these tickets are being purchased. A resident is eligible to purchase ONE complete table only.

Reviewed November 2023

REFERENCE: Non-resident use of the pool facilities

Effective Date: March 14, 2023

Adult non-residents (aged 18 years and over) may have access to the use of the pool facilities **ONLY** if accompanied by a resident who remains with the guest for the entire time. There is a two (2) guest limit per household.

Access to any of the pool facilities is unavailable during the regularly scheduled Aquatics Fitness Classes.

Children are prohibited from using the pool based on legal and insurance requirements.

Revised April 2026



At the annual General Meeting Held on May 17, 2023, the residents gave approval to amend: BY-Law Twelve (12) dated October 2, 2006

By-Law item 3.02 Other duties:

Hiring of Commercial Enterprises:

Ensuring that sponsored activities and contracted work that requires the hiring of outside commercial enterprises, such as catering or repair and maintenance work, shall only be awarded to companies or individuals that carry Workman's Compensation Insurance WSIB coverage, or equivalent insurance, as required by law which legally ensures that even no-fault accidents to employees are covered by insurance outside of the Hickory Hills Resident Association responsibility.

All outside commercial enterprises are required to provide a current Certificate of Insurance.

Moved from Policy & Guidelines Revised October 2017 added to By-Law Twelve

Bi-Annual structural inspection of the Clubhouse

Ensuring that inspections of the clubhouse are carried out every two years and are conducted by a qualified contractor/building inspector. Any deficiencies found during the inspections are to be immediately corrected by qualified personnel to maintain the integrity of the Clubhouse.

New by-law added to By-Law Twelve

Amendment #2023 May 17, 2023

Enacted this 17th day of May 2023


Secretary: Miriam Schemekau


President: Pat Carlson



REFERENCE: Occupancy Numbers for Events in the Main Hall

Effective Date: August 2023

Given the concern for the Health and Safety of all residents, the Entertainment Committee and the Board of Directors have made a collaborative effort to establish a policy governing the number of residents permitted for social events. These parameters refer not only to Entertainment Committee sponsored events, but also to the one-off events like Lip Sync.

The numbers were calculated following the Occupant Load section of the Ontario Fire Regulations. Calculations for seating is based on the type of event- e.g. standing only, assemblies like the Annual General Meeting, Special Meetings, events with alcohol.

There will be a variety of new seating plans- all round tables, all rectangular tables and a combination of both. There must be wide spaces for aisleways. Spacing for persons sitting in chairs must be taken into consideration. Care must also be given to account for residents with special accessibility requirements.

Reviewed November 2023

REFERENCE: Imposing Fines for Non-Compliance with Covenant Articles

Effective Date: July 16, 2024

Non-compliance with Covenant articles will be fined at **\$100.00 per month** for each article in non-compliance. Fines will continue to accumulate until such time as the owner becomes compliant with the Covenant article(s).

The process for imposing fines against non-compliance issues:

The Owner/Occupant is to be contacted by the Board of Directors, to identify the Covenant article(s) not in compliance and to mutually resolve the non-compliance issue(s). The Owner /Occupant is given a specified amount of time to correct the situation.

All verbal discussions involving the Board of Directors during any non-compliance meeting will be confirmed in writing to the Occupant/Owner and the Board of Directors. A copy of the discussion(s) will be filed in the Associations Head Office "Home Address" file.

The Board will follow legal procedures to collect unpaid fines.



REFERENCE: Procedure for Non-Compliance

Effective Date : September 9, 2024

Non-Compliance Complaint Letters

An initial complaint must be in writing/email signed, dated and addressed to the Board. If the Board receives more than one (1) letter on the same issue, the Board then has the responsibility to investigate the complaint.

Non-Compliance Warning Letters

First letter of notification will be delivered along with a face-to-face meeting with two (2) Board members and the resident. When the Board receives one (1) written complaint letter, the Board is then obligated to investigate the complaint and determine how to proceed.

- 1.** The Owner/Occupant is to be notified of the Covenant Article not in compliance, in an attempt to resolve the issue. Preferred notification is having a face-to-face meeting with the non-compliant member.
- 2.** All verbal discussions involving the Board during a non-compliance meeting will be confirmed in writing to the Owner/Occupant and a copy of the discussion will be filed in the Association's (HHRA) head office.
- 3.** The Board will follow legal procedure to collect the fines. The enforcement of fines process starts with the Board, scheduling a meeting with the member who is in non-compliance. The member will be given a chance to contest the non-compliance fine and suspension of privileges which include clubhouse privileges. The suspension of privileges will continue until the Board is satisfied that the resident is in compliance. At which time privileges will be restored. If the resident responds by correcting the non-compliance issue within 20 days, no fines will be issued, or privileges removed.
- 4.** Restoration of privileges will be made when the Owner/Occupant submits their signed letter with their address to the Board Secretary declaring compliance with the Covenant/By-Laws article in non-compliance and all previous fines are paid in full.

PROCEDURE FOR COMPLIANCE

- 1.** The resident must send a letter/email to the Board, dated and signed, with the address from the non-compliant resident stating that they are now in compliance to the Covenant/By-Law article.
- 2.** The resident must call the President of the Board to set up a meeting, off site, with two (2) Board members and the Board Secretary, before privileges are restored. A copy of the recorded meeting will be sent to the owner, with a copy filed in the Head Office.
- 3.** The resident must call the President of the Board to set up a meeting, off site, with two



- (2) Board members and the Board Secretary, before privileges are restored. A copy of the recorded meeting will be sent to the owner, with a copy filed in the Head Office
4. If non-compliance is repeated, then the Board will impose a higher fine to the same resident for the same non-compliance issue.

Donna Brown, Secretary

John Valle, President

REFERENCE: Entertainment Committee's Funds

Effective Date: February 11, 2025

As the Entertainment Committee manages their funds separately, they are required to: Prepare and submit to the board of directors quarterly financial reports detailing their revenue and expenses. Ensure that the person managing the account is financially acute and understands reconciled financial statements.



REFERENCE: Animals and Service Dogs Policy

Effective Date: July 4, 2025

ANIMALS

No animals of any kind are permitted in the Recreation Centre or on the property during any HHRA-sponsored activities. Violations for the Animals policy are covered under the **Code of Conduct: MISCONDUCT PROCESS.**

SERVICE DOGS

While the HHRA has a long-standing policy of no animals permitted in the Recreation Centre, we acknowledge the exception required for Service Dogs.

Only Service Dogs are permitted in the Recreation Centre or at any HHRA-sponsored activities on the property. [All other dogs fall under the “Animals” policy].

For Health & Safety reasons, no service dogs are permitted in the pool area.

Residents who require service dog support, must provide the following documentation to the HHRA Office

NOTE: **ALL** written documentation must indicate the dog’s name, age and breed.

1. A written request for service dog entry into the Recreation Centre/HHRA-sponsored activities on the property.
2. A letter from an accredited medical professional [i.e., Family physician, Psychiatrist or Psychologist] indicating the need for the service dog to be present at the Recreation Centre/HHRA events on the property.
3. A letter from your veterinarian stating the service dog is up to date with all vaccinations and is of good temperament. This documentation must be updated annually.
4. A letter indemnifying the HHRA from liability should the service dog bite or otherwise cause harm to another person or the property.
5. The service dog must have a municipal dog license.

While on HHRA property, the service dog **MUST at all times:**

- **wear a visible “Service Dog” vest**, and have a current rabies vaccination tag on its harness

The Board will advise in writing when the request has been approved. **This document must be carried while the Service Dog is on HHRA property** and be produced upon request by a Convenor or Board Director. A copy will be kept on file.

Violations of the requirements for Service Dog policy are covered under the **Code of Conduct: MISCONDUCT PROCESS.**



REFERENCE: Code of Conduct

Effective Date: July 4, 2025

The following has been added to the Policies and Guidelines, effective July 4, 2025.

Code of Conduct

HHRA strives to provide a welcoming, safe and enjoyable space for Residents to participate in social activities. This **Code of Conduct** establishes a consistent standard for the behaviour of Residents when attending the HHRA Recreation Centre or activities on the property.

The Code requires Residents and their visitors to:

Respect the rights, dignity and worth of all HHRA Directors, staff, contractors, Members and visitors regardless of age, race, gender, disability, culture, or religion. (Any grounds contained within the Ontario Human Rights Code)

Members/Visitors shall not use or condone (**silence infers acceptance of behaviour**):

- inappropriate or abusive language
- bullying behaviour
- harassment, discrimination or intimidation
- physical violence

This includes all forms of communication such as in-person, email, phone, and/or social media.

Examples include, but are not limited to:

- discriminatory or offensive language
- physically blocking another Member from entering the Recreation Centre or an activity (e.g., holding a door shut)
- refusal of service
- questioning HHRA staff or contractors with respect to duties or remuneration
- mocking [e.g., hearing, mobility etc]
- interfering/interrupting scheduled Activities

Members/Visitors who do not adhere to this HHRA Code of Conduct may be asked by any other Member, activity Convenor and/or a Board Director to modify their behaviour.

If non-compliant with a request to modify the behaviour, a Convenor and/or a Board Director may ask the Member/Visitor to leave the activity and the premises.



REFERENCE: Security Cameras

Effective Date: April 9, 2026

PURPOSE:

External security cameras and related signage are used to discourage break-ins, vandalism and trespassing activities at the Recreation Centre.

LOCATIONS:

Security cameras are in use at the external entrances to the building and in the pool area. There are no cameras used within the building.

PRIVACY:

The Ontario government does **not** regulate the privacy practices of charitable or non-profit organizations, like Hickory Hills.

HHRA adheres to relevant Federal legislation, i.e., PIPEDA (Personal Information Protection and Electronic Documents Act)

Camera audio function is disabled.

Access to video recordings is restricted to the Office Administrator and two Board members. Video is only viewed in the event of an incident requiring investigation.

DATA RETENTION:

There is a retention/deletion schedule in place for recordings.