

<p style="text-align: center;">CASCADE RIVER COMMUNITY CLUB COMMUNICATION AND ANTI-HARASSMENT POLICY</p>
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PURPOSE

To provide a predictable, respectful, and dependable means of communicating individual owner concerns for action by the Board of Directors, while allowing Board members to separate their Board duties from other aspects of their private lives. Board members, should not have phone calls and visits from community residents late at night and at other inappropriate times. This policy is to encourage community members to serve on the Board, and to provide a streamlined and consistent way for residents to contact the Board with concerns, suggestions, and complaints, and have the Board act on them.

POLICY FOR COMMUNICATIONS WITH THE BOARD AND MANAGEMENT

1. All suggestions, comments, and complaints shall be directed to the management company (see contact information below). Written communications are preferred as it works best for the Board to review a clearly written letter or email and act on it at a Board meeting. It is difficult to forward voice communications, and there will be at least some time before the Board can meet to address Owner issues.
2. All requests for action by the Board should be clearly stated in writing.
3. The routine policy of the Association to respond to communications shall be:
 - a. Communications and requests that can be handled by the Association manager will be so handled, and shall be noted on a report to the Board each month.
 - b. Written communications received more than seven calendar days prior to a Board meeting, which require board action or response, will be placed on the agenda for the meeting.
 - c. Management will collect pertinent information related to the matter and provide that to the Board for its consideration when addressing the matter.
 - d. Time permitting, the matter will be discussed at the Board meeting.
 - e. The Board may take action on the matter, request additional information on the matter, or decline to take action at its discretion.

4. If an issue is urgent, please make that clear to the Management Company, so that that the Board may set up a special meeting if necessary. The Board will act in the Association's interest and will make an independent decision about when a matter requires a special board meeting in accordance with the Bylaws.
5. Community members making requests of the Board or Management must identify the person making the request and the Unit they reside in. Anonymous complaints will be disregarded by the Manager, and will not be forwarded to the Board.
6. Phone calls, emails and letters to, or attempted personal contact with individual Board members will not receive a response from the Board. Individual Board members do not have the authority to take action on their own, so any request for Board action must be delayed until the full Board can make an informed decision. An individual Board member may pass a communication received on to the manager.
7. Official correspondence regarding association business will come from the Board of Directors, in writing, sent by the Management Company – not verbally.
8. Individual Board members cannot make decisions for the Board. Verbal assurances from individual Board members are not representations of the Board. Actions of the Board must be reflected in the approved Board meeting minutes, or in other direct written communication from the Board.

ANTI-HARASSMENT POLICY

1. No owner or occupant in the community shall be treated differently because of their age, disability, familial status, gender, immigration status, nation of origin or ancestry, race, religion or creed, sexual orientation, or veteran status.
2. No owner, tenant, or resident of Cascade River Community Club or their guests shall engage in conduct towards any other owner, resident, contractor, or employee of Cascade River Community Club that a reasonable person would consider:
 - a. Unreasonably annoying, disturbing, offensive, bullying, intrusive, or threatening, including but not limited to unwelcome verbal or non-verbal communication, cyberbullying, and excessive phone calls and emails;
 - b. A violation of, or direct or indirect threat to, another person's dignity, privacy, or physical and/or emotional safety; and/or
 - c. Harassment or discrimination on the basis of another person's age, disability, familial status, gender, immigration status, nation of origin or ancestry, race, religion or creed, sexual orientation, or veteran status.

3. Conduct which substantially interferes with: (i) the person’s employment or creates an intimidating, hostile or offensive work environment; or (ii) the person’s use and enjoyment of their property is prohibited.
4. No owner, tenant, or resident of Cascade River Community Club shall use any online portal, forum, social media outlet, email service, or the like, whether or not maintained by the Association or the management company, to engage in any behavior that is prohibited by this policy. Violation of this provision may result in the suspension or termination of the offender’s ability to make, view, or comment on posts on any online portal or forum maintained by the Association and/or management, regardless of whether the violation occurred on that portal or forum.
5. Discriminatory behavior or harassment may take the form of inappropriate comments, verbal and/or written communications (including emails, social media messages or posts, and text messages), loud verbal exchanges, conduct of an intimidating nature and/or threats of physical harm and/or any other conduct that threatens a resident or an employee’s dignity and/or well-being.
6. Allegations of discrimination or harassment may be reported to the Association Manager, or the Board president, and shall be investigated by the Association. CRCC reserves the right to refer the complaint to an attorney for a legal interpretation and follow up action.

Contact Information:

Board’s Email: boardofdirectors@cascaderiverpark.com
Manager’s Email: manager@cascaderiverpark.com
Mailing Address:
Manager’s Phone: (360).661.9874

Policy Approved and passed by the Board on May 11th , 2024.

Paul Tews
President of the Association

David Mireault
Secretary of the Association