



Zero Tolerance for Verbal Abuse of Staff Policy

The Jensen Lakes Homeowners Association is a non-profit organization responsible for the maintenance and upkeep of Jensen Lake and all JLHOA-owned amenities. All JLHOA policies are created to protect the exclusivity of these amenities for Resident Members while upholding the core principles of **safety, fairness, and shared responsibility**. These principles guide how the Association maintains shared spaces, communicates expectations, and ensures that residents, guests, vendors, and community partners use the amenities in a safe and respectful manner.

JLHOA policies prioritize resident access and enjoyment by setting the rules and operational requirements needed for the safe, fair, and consistent use of all amenities. Resident Members are fully responsible for the conduct and compliance of any guests they check in, and any non-compliance by a guest will be treated as non-compliance by the hosting resident. Compliance is mandatory for all individuals and organizations on JLHOA property, and the Association may modify, suspend, or revoke access or privileges when necessary to protect resident use, community safety, and operational needs.

Policy Guidelines:

1. **Verbal Abuse Definition:** Verbal abuse includes, but is not limited to, the use of offensive language, threats, insults, harassment, or any form of behavior that may cause emotional harm or distress to staff members.
2. **Member Responsibility:** All members are expected to interact with staff respectfully and professionally at all times. Any form of verbal abuse towards staff will not be tolerated under any circumstances.
 - a. **Accountability for Guests:** Members are also responsible for the behavior and etiquette of their guests. Should a guest engage in verbal abuse of staff, the member will be held accountable for that behavior and subject to the same consequences as if the member themselves had committed the offense.
3. **Consequences of Abuse:** Any member found to be verbally abusive towards staff will have their membership privileges suspended immediately, pending a review of the incident. In severe or repeated cases, the member's membership may be permanently revoked.
4. **Reporting and Investigation:** All incidents of verbal abuse will be taken seriously and investigated thoroughly. Staff members are encouraged to report any abusive behavior, and members are required to cooperate with any inquiries regarding such matters.

We strive to create a supportive environment for all, and your cooperation in maintaining respectful conduct is essential. Thank you for understanding and helping us uphold these standards.