

# DECLARATION OF SERVICES TO MEMBERS



## OUR MISSION

Founded in 1920, Golf Québec is the provincial sports federation whose mission is to increase participation, develop excellence as well as promote and govern the game of golf.

## OUR VISION

To be the leader and reference for the practice of golf in Québec.

## OUR VALUES

- **Passion:** Intense and deep emotion that implies the energetic and unflagging pursuit of one's desire. For Golf Québec, passion is the combination of the desire and pleasure found in efforts that are made to promote and develop golf as the sport of a lifetime.
- **Synergy:** Phenomenon in which the total effect resulting from the interaction of a group of people working together will be significantly greater than the sum of their individual effects. Golf Québec strives to work with all its partners, including golf clubs, regional associations, leading organizations of the golf industry, business partners as well as Golf Canada in order to facilitate the growth of participation in the game of golf.
- **Accessibility:** Quality of something that is made accessible to all, regardless of the situation. Golf Québec aspires to facilitate access to programs and services rendered to a continuously increasing number of golfers.
- **Transparency and integrity:** Qualities of a person or corporation that is providing complete accessibility to information and do not let themselves be influenced by any vice. The notion of integrity includes the concept of honesty, respect, justice, openness, and fairness. Golf Québec is dedicated to maintaining high integrity and transparent relations with all golfers, golf clubs, and partners.

## OUR MEMBERS

- **Member Club:** Any club, corporation or association operating a golf course or other facility or an association of golfers in Québec or any border region thereof is eligible for membership by resolution adopted by the Board of Directors.
- **Individual Member:** An Individual Member is a natural person who is a member in good standing of a Member Club.
- **Non-Affiliated Individual Member:** A Non-Affiliated Individual Member is a natural person who is not a member of a Member Club.

## OUR SERVICES

Aiming to initiate passions and build dreams, Golf Québec sets up and delivers discovery and introduction programs such as First Tee - Premier départ Québec and high-level initiatives aimed at developing excellence such as the Québec team and Golf-études programs.

Golf Québec oversees various regional and provincial competitions to help local amateur players excel and, eventually, reach the upper levels of the professional tours.

Golf Québec also provides services such as the Rules of Golf, Course Rating, the Universal Handicap System, and the Québec Golf Hall of Fame.

## YOUR RESPONSIBILITIES

If you are a member or participant, we ask you to keep your profile up to date in the Golf Canada Score Center or on any other digital management platform for which you were provided with an access code.

## OUR COMMITMENTS

- **A respectful and fair service:** From the very first contact, we respond to you with respect and courtesy, and we listen carefully to what you have to say. We treat your request with the utmost concern for fairness and impartiality.

While we operate in a predominantly French-speaking environment, our bilingual employees are able to respond to English-speaking clients on request.

- **Prompt, personalized service:** To serve you quickly and efficiently, Golf Québec favours e-mail communication, as our employees are regularly called upon to work remotely.

When we reply to you, we check that the information provided corresponds to your needs and is accurate, clear, and complete. If necessary, we guide you to the relevant sources of information and appropriate resources.

- **A clear, well-defined working environment:** We are committed to transparency in the communication of our policies, regulations and programs.
- **Confidentiality of personal information:** We respect the confidentiality of and strive to protect your personal information. When we collect your personal information, we commit to using it only for the activities to which you have granted your consent.
- **A safe environment for everyone:** We are committed to providing a safe environment for all in our activities and adhere to the principles of the Policy on the Protection of Integrity in Sport.

## YOUR RIGHTS AND RECOURSE

As part of our competitive activities, the services of experienced referees are always available on the course. You can also obtain further information or report an incident that you have been involved in or witnessed by writing to [regles@golfquebec.org](mailto:regles@golfquebec.org).

If you would like to comment on the quality of our services or make a complaint about our employees, volunteers, or service delivery, please write to us at [plaintes@golfquebec.org](mailto:plaintes@golfquebec.org).

However, in the case of a complaint about **violence, harassment, abuse, or neglect**, please contact the independent Complaints Officer directly by visiting the following webpage <https://app.alias-solution.com/contact/en/ls39>.

## OUR CONTACT INFORMATION

Please visit <https://www.golfquebec.org/en/pages.asp?id=26> on our website. You will find a list of our employees, their contact details, and a brief description of their tasks and responsibilities.

Golf Québec's offices are open Monday to Friday, from 8 a.m. to 4 p.m.

As remote working and the management of competitive activities imply flexible working hours, it is essential to make an appointment before coming to the Maison du Loisir et du Sport located at:

7665, Lacordaire Blvd.  
Montréal QC H1S 2A7

## EFFECTIVE DATE AND UPDATES

This declaration of services to members came into effect in June 2023.