

January 28, 2026

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The President and Board of Directors

Mahogany Homeowners Association (the "HOA")
29 Masters Park SE
Calgary, Alberta T3M 2S5

-and-

410, 2020 – 4th Street SW
Calgary, Alberta

Dear Sir/Madam,

Re: Summary of Community Feedback and Recommended Actions Following the MHOA Safety Meeting.

We are writing to reiterate the summary of the key points, member feedback, and recommended follow-up actions arising from the recent MHOA community safety meeting. This letter reflects the collective input shared during the meeting and highlights opportunities to strengthen safety practices, governance, and member engagement as we prepare for the 2026 summer season.

Part A. Highlights of the Meeting

*The meeting was opened by **Sally Lockhart** (General Manager), who delivered a safety briefing followed by a comprehensive presentation outlining MHOA's **Eight Layers of Water Safety**:*

- *Engineering and Environmental*
- *Administration and Governance*
- *Education and Programs*
- *Communication and Signage*
- *Supervision and Staffing*
- *Equipment and PPE*
- *Emergency Preparedness and Drills*

- *Data Monitoring and Quality Assurance*

The presentation lasted approximately 80 minutes, after which members engaged in dialogue, raised questions, and proposed improvements.

Presentation and Duration

Members expressed appreciation for the material presented but noted that the length of the presentation significantly reduced available time for discussion. A request was made to shorten future presentations or allocate more time for dialogue.

Advanced Distribution of meeting Materials

Members requested that presentation documents be circulated ahead of meetings to allow for better preparation and more informed participation.

Staff Training and Incident Reporting

Concerns were raised regarding staff responses during past incidents. Members emphasized the importance of consistent staff training and a transparent, reliable incident reporting structure.

Volunteer Capacity

Volunteers expressed challenges related to limited participation and issues with compliance among some users. Collaboration between management and community volunteers was recommended to support better outcomes.

Safety Signage

Members proposed updates to signage to better communicate risks, hazards, varying lake depths, and the history of past incidents.

Lifeguards

Members requested clarity on the cost estimates previously provided and suggested that lifeguards could be selectively deployed in identified high-risk areas rather than across the entire facility.

Life-Saving Equipment

Concerns were raised about the distance between safety rings and dock areas. The GM confirmed that this concern would be reviewed.

Member-Led Committee

There was strong support for establishing a structured, member-driven committee to develop and evaluate safety improvement proposals, citing prior successes with similar collaborative initiatives.

City Engagement

Members recommended that the HOA engage the City of Calgary for guidance on regulations applicable to unsupervised bodies of water.

Safety Awareness and Communication

Members noted that awareness of existing safety systems and past incidents is limited. Improved communication strategies were recommended to ensure all members are well-informed.

Hereunder is the Executive Summary of Recommended Actions.

Part B. Executive Summary of Recommended Actions

Based on the community conversations, the following actions are recommended for tracking and implementation:

1. **Review the duration and structure of future community presentations** to ensure sufficient time for member dialogue.
2. **Distribute presentation materials in advance** to enhance preparedness and engagement.
3. **Evaluate staff training practices** and establish a clear, responsive incident reporting process.
4. **Assess volunteer capacity** and develop strategies to improve participation and compliance.
5. **Review and improve safety signage**, including clearer communication of risks, hazards, water depth, and historical incidents.
6. **Evaluate options for lifeguards**, including feasibility, scope, and cost for targeted deployment in high-risk areas.
7. **Relocate life-saving equipment** to ensure closer access to docks and high-use zones.
8. **Create a structured, member-led safety committee** to propose and collaborate on improvements.
9. **Engage the City of Calgary** to review regulatory considerations related to unsupervised bodies of water.
10. **Improve communication of safety measures and past incident history** to build greater awareness across the membership.

11. **Advance proposed safety improvements** in preparation for the 2026 summer season.

Part C. Proposed Continuous Improvements for 2026

As part of the next phase of safety enhancement, members proposed:

- A formal swimmer distance and ability classification system.
- A review of all lake signage and swim-area markers.
- Consideration of mandatory safety awareness training for members.

Conclusion

The community continues to show strong commitment to improving safety, collaboration, and transparency at MHOA. These recommendations reflect a shared desire to ensure that our lake remains a safe and enjoyable environment for all members. We respectfully request that the Board review these points and consider them for inclusion in upcoming planning and decision-making processes with task completion dates.

Additionally, in continuation of our collective desire to take advantage of the learning from the incident to improve water safety in our community, we request your kind approval of one of your meeting halls for a yearly lecture/symposium at the anniversary of demise of **Yagazie** and **Caelan** - centered around water safety.

Thank you for your continued leadership and dedication to the community.

Regards,
For: Members.



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cc: **Swim.Safe YYC**