

# OLD GRACE HOUSING CO-OPERATIVE

## Terms of Reference for Member Relations Committee

Item	Considerations
<b>1. Role</b>	<p>Mindful of Old Grace values of diversity and democracy, this committee envisions a community in which we all:</p> <ul style="list-style-type: none"><li>- respect one another.</li><li>- listen in order to understand the feelings of others.</li><li>- Welcome and celebrate differences.</li><li>- agree to act cooperatively in support of each other and the environment</li></ul>
<b>2. Scope of Responsibilities</b>	<ul style="list-style-type: none"><li>- Promotion of our vision of how we wish to live with one another in our community.</li><li>- <b>Promotion of inclusion and support for all members of our intentionally diverse community including people of all ages, abilities, cultures, experiences, lifestyles, practices, and gender-identification.</b></li></ul> <p>Encouragement of members to first resolve issues between themselves</p> <ul style="list-style-type: none"><li>- Assistance to members in addressing unresolved conflicts.</li><li>- Advocacy when approached and when appropriate.</li><li>- Familiarity with policies, house rules and bylaws, in order to support members.</li><li>- Knowledge of policies pertinent to Member Relations</li><li>- Commitment to confidentiality</li><li>- Training to be sought for members in the areas of collaboration skills and management of differences.</li></ul> <p><b>Not in Scope</b></p> <ul style="list-style-type: none"><li>- We do not involve ourselves in matters involving the police, such as violence, domestic violence, child abuse, or other emergency situations.</li><li>- We do not deal with OGHC bylaw infractions.</li><li>- When a member-to-member conflict cannot be resolved, we may refer the issue to the President, the Property Manager or an outside conflict resolution agent, informing the members involved of this disposition.</li></ul>
<b>3. Membership</b>	The committee will consist of <b>4 to 6 members</b> .
<b>4. Chair</b>	The committee members will select one of their number as chair.
<b>5. Term of appointment</b>	Committee members are appointed by the board for 1-year terms, renewable by mutual consent.

<b>6. Frequency of Meetings</b>	The committee will meet as often as required, but at least twice a year.
<b>7. Member Skills / Training</b>	<p>Committee members should be:</p> <ul style="list-style-type: none"> <li>a. Familiar with all co-op bylaws, policies, and rules, in order to provide accurate advice.</li> <li>b. Willing to actively listen and support members experiencing conflict.</li> <li>c. Knowledgeable about alternative approaches to resolving conflicts.</li> </ul> <p>Note: <b>At the request of the MRC, the board will</b> facilitate and, within budgetary limits, pay for training for committee members and prospective committee members in the areas of sensitivity to diversity, human rights issues, collaborative problem solving, etc.</p>
<b>8. Reporting</b>	<ul style="list-style-type: none"> <li>a. The committee will maintain records of meeting attendance and decisions made.</li> <li>b. The committee will submit a monthly report to the board. Details of specific incidents, issues, and individuals will not be included.</li> <li>c. The chair of the committee may be invited (or may request) to speak at a board meeting. Reports or presentations of a confidential nature will be considered by the board in camera.</li> <li>d. The committee will report on its activity to the annual meeting of members, without disclosing any confidential information.</li> </ul>
<b>9. Quorum</b>	The quorum is 51% of members. <b>(deleted “minimum 2”)</b>
<b>10. Decision-making / Voting</b>	Decisions will be made by consensus whenever possible but recorded in the meeting minutes as ordinary resolutions (simple majority).
<b>11. Date of Last Review</b>	<b>11 June 2024</b>
<b>12. Confidentiality, Conflict of Interest</b>	<p>All members will sign the <i>OGHC Confidentiality Agreement</i>.</p> <p>When a committee member has a conflict of interest related to a member complaint, they must withdraw from consideration of the issue.</p>
<b>13. Evaluation</b>	The committee will establish its own methods of evaluation and report on their evaluation annually.