



# MEMBER RELATIONS – TERMS OF REFERENCE

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**Source of Authority:** Board of Directors

***Direction from the Board will be communicated through the Committee Liaison Officer, but authority for providing direction will rest with the Board. Any recommendations concerning committee operations will be made through the Committee/Group Chair.***

**Composition:** Up to six members, including four to five members elected annually by the membership and one ex-officio member appointed by the Board from its members.  
The board member shall attend all committee meetings, but shall not conduct interviews and shall not vote at meetings except to break a tie.

**Term of Office:** 2 years, 3 consecutive terms maximum

**Purpose:**

To review and strive to resolve grievances and infractions of By-Laws, Policies and rules of the Co-op.

To facilitate the resolution of conflict between members, when there is an alleged breach of a by law.

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## **Article I Specific Duties and Responsibilities**

1. Review written grievances submitted to the Committee by the Office.
2. Verify infractions of By-Laws, Policies and rules, and manage grievances in accordance with the Co-op's Member Relations By-Law.
2. Interview grievers and grievees, if they consent, in an attempt to understand the complaints, their source, and to facilitate a possible resolution satisfactory for both parties.
3. Review annually (or more often, as necessary) the co-op's By-Laws, any Policies and rules that are not the direct responsibility of another committee and the committee's job description, grievance procedures and organizational guidelines and recommend changes considered necessary to the Board and members.
4. Bring to the attention of the Board, committees and members any By-Laws, policies or which are not being followed by the members generally.



# **MEMBER RELATIONS – TERMS OF REFERENCE**

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5. Advise the Board of Directors of areas where further member education is necessary concerning Co-op By-Laws, policies and rules or other matters in order to improve member awareness and co-operation.
6. Report to Board and members' meetings, as required.
7. Ensure that Co-op members are familiar with the Grievance Procedures (through newsletter articles, bulletins, reports, etc.)
- 8.. Perform other duties at the request of the Board of Directors.

## **Article II Meetings**

- (a) Quorum shall be 50% plus 1 of the Committee/Working Group, including any vacant positions.
- (b) Meetings shall be held quarterly, monthly or as required.
- (c) Meetings shall be open to any member of the Co-operative to attend as an observer, who may ask questions or speak at the meeting only with the permission of the Chair. If the Committee/Working Group is discussing business of a confidential nature, that part of the meeting shall be closed to non-committee/working group members.

## **Article III Minutes**

- (a) Minutes are to be recorded at all Committee/Working Group meetings, and distributed to Committee/Working Group members, Committee Liaison Officer and to the Staff representative as soon as possible after the meeting. These minutes should be marked as "DRAFT"
- (b) Once the Committee/Working Group has approved the minutes, they are to be distributed as follows: Committee/Group Chair, Office (Committee/Group File), and Committee/Group Liaison.
- (c) All confidential matters considered by the Committee/Working Group shall be recorded in a separate confidential section of the minutes.

## **Article IV Committee Member Responsibilities**

# MEMBER RELATIONS – TERMS OF REFERENCE

- (a) Attend all meetings of the Committee/Group unless prevented from doing so by ill health, or by work or family commitments.
- (b) Sit on the Committee/Group for at least one year
- (c) Give at least two months' notice if planning to leave the Committee/Group
- (d) Take an equal share of the Committee's/Group tasks, contribute constructively to decision making and carry out any specific duties assigned by the Committee/Group
- (e) Be familiar with by-laws and policies and procedures of the Co-op
- (f) Respect the confidentiality of matters considered by the Committee/Group, and matters to which the Committee/Group has access
- (g) Elect a Chair annually from among its members (October/November meeting), or if the position falls vacant.
- (h) Attend training sessions.

## **Article V      Committee Assignments**

### **SECTION 5.01    CHAIR:**

The Chair's responsibilities are to:

- (i) Book meeting rooms, ensure that all committee/group members are notified of meeting dates and times are properly posted on co-op Calendar
- (ii) Prepare and distribute an agenda for each meeting (in consultation with other committee/group members)
- (iii) Chair meetings of the Committee/Group
- (iv) Ensure that clear decisions are made on each item of business and that committee/group members have an opportunity to speak.
- (v) Ensure that the committee/group develops a plan to recruit new members when vacancies occur
- (vi) Carry out annual review of its functioning, including its Terms of Reference and any by-laws, policies and procedures under which it operates in conjunction with the Committee/Group Liaison Officer.
- (vii) Prepare Reports for the Board and an annual report for the Members
- (viii) Call for volunteers from the committee/group for the position of Secretary.

### **SECTION 5.02    SECRETARY:**

- (a) Facilitate good communication between the Board and Committee/Group.
- (b) Committee/Group functioning to help ensure that the committee/group is fulfilling the responsibilities delegated to it
- (c) Help ensure that the Board takes responsibility for providing any support that the Committee/ Group may need to fulfil its responsibilities.



# MEMBER RELATIONS – TERMS OF REFERENCE

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- (d) Advise the Board to provide support that the Committee/Group needs to fulfil its responsibilities
    - a. Attend committee/group meetings as routinely as possible
    - b. Communicate with the Committee/Group Chair to review Committee/Group operations
    - c. Provide the Board with any information it may require to make decisions on Committee Group recommendations.

## **Article VI      Removal of Committee Members**

- (a) A Committee/Group member may be asked to clarify their position on the committee/group after missing three meetings without explanation.
- (b) The procedures prescribed in the Organizational By-Law will be followed for removing a committee member.

## **Article VII      Filling Vacancies**

- (a) When there is a vacant position on the Committee/Group and the Committee/Group maintains a quorum, the Committee/Group may seek a volunteer from among the general membership to fill the vacancy. The Committee/Group will recommend the replacement for appointment by the Board

When the Committee/Group does not have a quorum of members, the Board shall seek volunteers from the general membership to fill the vacancies. The Board may appoint as many members as required to fill any and all vacancies.

## **Article VIII      Confidentiality**

- (a) All members shall keep confidential all matters considered by the [Insert Name] Committee/Group of a confidential or private nature.
- (b) All members of the committee/group will sign and comply with the Co-op's Conflict of Interest and Confidentiality Agreements forms.

## **Article IX      Evaluation**

Describe how the committee/group plans to evaluate its work.



# **MEMBER RELATIONS – TERMS OF REFERENCE**

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## **Article X      Sustainability**

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***The Chair of each committee/group is responsible for distributing copies of the Co-op's Environmental Policy to all committee members and reviewing the policy. The committee/group should think about how it plans to incorporate the principles of the sustainability policy into its activities.***

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## **Article XI      Equity and Representation**

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***Our goal as a co-op is to try to have the leadership of our co-op, including the Board of Directors and committees, representative of our multi-racial, multi-cultural, and multi-faith community. Committees/Groups are encouraged to think about how the projects we take on and events we organize reflect our shared values of building a participatory, multi-racial, 2SLGBTQQA positive and barrier free community.***

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**Date Approved by the Board of Directors May 12, 2021**