

OLD GRACE HOUSING CO-OPERATIVE

Terms of Reference for Member Relations Committee

Item	Considerations
1. Role	<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"> - respect one another. - listen in order to understand the feelings of others. - Welcome and celebrate differences. - agree to act cooperatively in support of each other and the environment
2. Scope of Responsibilities	<ul style="list-style-type: none"> - Promotion of our vision of how we wish to live with one another in our community. - 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. <p>Encouragement of members to first resolve issues between themselves</p> <ul style="list-style-type: none"> - Assistance to members in addressing unresolved conflicts. - Advocacy when approached and when appropriate. - Familiarity with policies, house rules and bylaws, in order to support members. - Knowledge of policies pertinent to Member Relations - Commitment to confidentiality - Training to be sought for members in the areas of collaboration skills and management of differences. <p>Not in Scope</p> <ul style="list-style-type: none"> - We do not involve ourselves in matters involving the police, such as violence, domestic violence, child abuse, or other emergency situations. - We do not deal with OGHC bylaw infractions. - 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.
3. Membership	The committee will consist of 4 to 6 members .
4. Chair	The committee members will select one of their number as chair.
5. Term of appointment	Committee members are appointed by the board for 1-year terms, renewable by mutual consent.

6. Frequency of Meetings	The committee will meet as often as required, but at least twice a year.
7. Member Skills / Training	<p>Committee members should be:</p> <ul style="list-style-type: none"> a. Familiar with all co-op bylaws, policies, and rules, in order to provide accurate advice. b. Willing to actively listen and support members experiencing conflict. c. Knowledgeable about alternative approaches to resolving conflicts. <p>Note: At the request of the MRC, the board will 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>
8. Reporting	<ul style="list-style-type: none"> a. The committee will maintain records of meeting attendance and decisions made. b. The committee will submit a monthly report to the board. Details of specific incidents, issues, and individuals will not be included. 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. d. The committee will report on its activity to the annual meeting of members, without disclosing any confidential information.
9. Quorum	The quorum is 51% of members. (deleted “minimum 2”)
10. Decision-making / Voting	Decisions will be made by consensus whenever possible but recorded in the meeting minutes as ordinary resolutions (simple majority).
11. Date of Last Review	June 12, 2023.
12. Confidentiality, Conflict of Interest	<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>
13. Evaluation	The committee will establish its own methods of evaluation and report on their evaluation annually.